

## **eXclusive Services**

11134 Luscek Drive  
Cincinnati, OH 45241  
Office: (513) 827-9273  
Fax: (513) 818-9960  
[ftreatment@xservices.org](mailto:ftreatment@xservices.org)

## **Orientation & Patient Rights**

### **Welcome to eXclusive Services**

We are pleased that you have chosen eXclusive Services as your behavioral health care provider. eXclusive Services addresses the diagnosis and treatment of mental illnesses through the provision of a wide range of outpatient treatment programs for patients across the age spectrum, including children as young as 5 years old, adolescents, adults and senior adults. Outpatient care at eXclusive Services establishes an individualized treatment program that uses a combination of the newest protocols and proven techniques. Patients participate in meaningful individual or family therapy while maintaining normal life activities committed to providing high quality services.

### **Our Mission**

To bridge gaps in access to mental health services throughout the state of Ohio and provide behavioral health services for Ohio citizens of high quality that is readily available and personalized to meet each individual's need. Our vessel for doing this is by way of exceptional and offering the following services:

- Mental Health Assessment
- Therapeutic Services (group, family, couples, individual therapy)
- Psychiatric/ Medication Services
- Community Support Services / CPST
- School and Court Liaison Programs
- Tele1Behavioral Health
- Critical Incident Stress Debriefing
- Consultation, Education and Liaison Services

### **Code of Ethics**

eXclusive Services holds the following core values:

- eXclusive Services' strives to provide cost effective, quality services and recognizes the need to remain financially viable to provide client services.
- eXclusive Services' goal is to help our clients achieve and lead healthy independent lives without reliance on the eXclusive Services or other organizations.
- We believe clients' quality of life is better when based in the community. Provision of community based behavioral health care can reduce unnecessary institutionalization and aid those who have been institutionalized return to the community.
- eXclusive Services values the prevention of illness and promotion of wellness of clients and its staff.
- eXclusive Services values family and community support of its clients.
- eXclusive Services respects cultural differences and strives to provide services in accordance with the client beliefs.

### **Recovery**

eXclusive Services supports the state's ideology and definition of recovery. Mental Health Recovery has been defined as "A personal process of overcoming the negative impact of a psychiatric disability despite its continued presence". (Ohio Department of Mental Health and Addiction Services).

### **Client Rights**

(You have the right to be treated with respect regardless of who you are or how much money you have.) You have the right to help plan and to receive excellent treatment. eXclusive Services will make every effort to ensure that client rights are not violated. As a eXclusive Services client you have the following rights:

- (1) All who access mental health services are informed of these rights: (a) The right to be informed of the rights described in this rule prior to consent to proceed with services, and the right to request a written copy of these rights; (b) The right to receive information in language and terms appropriate for the person's understanding; and (c) The right to be fully informed of the cost of services.
- (2) Services are appropriate and respectful of personal liberty: (a) The right to be treated with consideration, respect for personal dignity, autonomy, and privacy, and within the parameters of relevant sections of the Ohio Revised Code

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and the Ohio Administrative Code; (b) The right to receive humane services; (c) The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation; (d) The right to reasonable assistance, in the least restrictive setting; and (e) The right to reasonable protection from physical, sexual and emotional abuse, inhumane treatment, assault, or battery by any other person.

(3) Development of service plans: (a) The right to a current ISP that addresses the needs and responsibilities of an individual that specifies the provision of appropriate and adequate services, as available, either directly or by referral; and (b) The right to actively participate in periodic ISP reviews with the staff including services necessary upon discharge.

(4) Declining or consenting to services: (a) The right to give full informed consent to any service including medication prior to commencement and the right to decline services including medication absent an emergency; (b) The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs, or orientation & patient rights or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms; and (c) The right to decline any hazardous procedures.

(5) Restraint, seclusion or intrusive procedures: The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.

(6) Privacy: The right to reasonable privacy and freedom from excessive intrusion by visitors, guests and non-agency surveyors, contractors, construction crews or others. • (7) Confidentiality: (a) The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared; and (b) The right to be informed of the circumstances under which an agency is authorized or intends to release, or has released, confidential information without written consent for the purposes of continuity of care as permitted by division (A) (7) of section 5122.31 of the Revised Code.

(8) Grievances: The right to have the grievance procedure explained orally and in writing, the right to file a grievance, with assistance if requested; and the right to have a grievance reviewed through a grievance process, including the right to appeal a decision.

(9) Non-discrimination: The right to receive services and participate in activities free of discrimination on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.

(10) No reprisal for exercising rights: The right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations.

(11) Outside opinions: The right to have the opportunity to consult with independent specialists or legal counsel, at one's own expense.

(12) No conflicts of interest: No agency employee may be a person's guardian or representative if the person is currently receiving services from said facility.

(13) The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. If access is restricted, the treatment plan shall also include a goal to remove the restriction.

(14) The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.

(15) The right to receive an explanation of the reasons for denial of service. We want you to be informed of your rights, responsibilities and provide assistance to reasonably exercise your rights, including the use of our complaint/appeal system for the resolution of conflicts. Please ask anyone at eXclusive Services for a list and description of your rights or assistance if you feel your rights have been violated. You may also contact the eXclusive Services CEO at (513) 827-9273. We also have located notices regarding your rights throughout our facilities.

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eXclusive Services will be responsive to your concerns. Please help us by completing our satisfaction surveys when asked to do so. If in the event you feel the need to appeal a grievance resolution decision made by eXclusive Services, you may contact your county's mental health board online at [www.oacbha.org](http://www.oacbha.org) or call (614) 122-4111.

### **Client Responsibilities**

(You have to be honest with us and follow our rules, and we expect you to participate in treatment.) Your responsibilities include your active participation in planning your treatment; provide open and honest communications with staff serving you; follow treatment guidelines agreed to by you and your therapist, psychiatrist, qualified mental health specialist; abide by all treatment rules and expectations; and provide prompt payment for services when rendered. The following responsibilities and related expectations are essential for successful treatment. There may be additional responsibilities and expectations staff convey to clients.

Clients are expected to:

- Treat people with respect and dignity.
- Speak in a normal tone of voice, without the use of threats or physical harm.
- Respect the property of others.
- Bring nothing into the building, which might be used to hurt another person accidentally or on purpose.
- Be on time for your scheduled appointments.
- Participate in services unimpaired by alcohol or illegal substances.
- Call eXclusive Services to let us know you will be late for an appointment.
- Call at least one business day in advance if you have to reschedule or cancel an appointment. Each client is responsible for taking ownership of his or her personal recovery:
- Work closely with staff on your treatment/recovery plan.
- Provide accurate and complete information about all matters relating to your health including all prescribed, over the counter medication and herbal remedies.
- Report any changes in how you feel to the eXclusive Services' clinical staff.
- Ask questions if you are unsure about any part of your treatment, rights or responsibilities.
- Make a scheduled appointment when you would like to meet with your treatment provider.
- Work with eXclusive Services staff to provide information for processing insurance and other payment forms.
- Honor your financial obligation for payment of services.
- Honor the signed agreements you make with eXclusive Services.

### **Restrictions to Services/Loss of Privileges**

Privileges or access to services may be lost through violation of program rules or failure to demonstrate progress in treatment. Restrictions or loss of privileges may be imposed on a client for the following reasons:

- The threat, attempt, or actual completion of physical aggression or intimidation towards a workforce member or their personal property;
- The threat, attempt, or actual completion of destruction of eXclusive Services property;
- Stalking or verbally intimidating workforce members;
- Non-compliance with treatment program rules
- Failure to demonstrate progress in treatment.
- Abuse of pharmacological management services;
- Failure to meet financial obligations for services;
- Abuse of appointment scheduling

If restrictions or loss of privileges would happen, the Clinician or Compliance Director shall notify the client in writing of the following:

- The reason for the restriction;
- The nature or scope of the restriction;
- Their right to an appeal via the agency's grievance procedure;
- The actions necessary for reinstatement of rights or privileges.

### **Smoking / Use of Tobacco**

Smoking / use of tobacco is not permitted at any eXclusive Services location.

### **Weapons on eXclusive Services Property**

The possession of weapons on eXclusive Services property is not permitted.

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### **Prescription / Illegal or Legal Substances Brought Into eXclusive Services' Programs**

No illicit (illegal) or licit drugs (permissible under the law, but otherwise not appropriate or relative) are permitted on eXclusive Services property. Any prescription medication that belongs to you is your responsibility. eXclusive Services does not collect old or outdated medication for destruction.

### **Admission Criteria**

(When you come to the appointment we will ask some questions about you and your family. Together, we will decide how we can help you and your family to feel and function better.) All clients will be handed an Client Handbook/packet and asked to sign a form indicating they have received this information. Any questions about the services or the content of the Client Handbook/packet can be answered at that time. All persons seeking services at eXclusive Services must meet the standards for a mental health diagnosis through the DSM1V/ICD19 Diagnostic Codes or be court ordered to therapy or be referred for assessment purposes. Services are provided to persons age five (5) and older. Services to children under that age of five (5) will be determined on a case by case basis. All services must be voluntary on the part of the recipients unless determined otherwise through the legal system.

### **Consent For Treatment**

All clients at eXclusive Services are required to sign a Consent for Treatment form. This form authorizes eXclusive Services to provide mental health treatment services / alcohol and drug addiction services; ensures that clients are provided a written copy of eXclusive Services' Notice of Privacy Practices; provided a written copy of eXclusive Services' Client Rights and Responsibility and Client Grievance policies and procedures; inform clients that the appropriate county Mental Health & Recovery Services Board, as well as the Ohio Department of Mental Health and Addiction Services, and the Ohio Department of Job and Family Services will have access to their identifying information to pay claims or conduct healthcare oversight activities. Either you or another person must be identified to be responsible for your service coordination.

### **Assessment**

Purpose: In order for eXclusive Services to effectively identify your needs, an Intake Assessment is completed for all new clients. This assessment must be completed before any services are provided to you. How Developed: You will be asked questions about your life history, why you are here for services, and what you wish to gain from the services we provided

Goal Development: Setting goals for treatment is important in order for us to include what you want to accomplish through treatment, and so we can efficiently track your progress.

Transition Procedures: Part of the assessment process is for us to plan how to transition you to other services if necessary; to the closing of your case with us; or transferring your case to another provider if necessary.

### **Transition / Discharge Plan Criteria**

All eXclusive Services clients will develop a Transition / Discharge Plan. This will allow the client to plan for additional services or options for post discharge from eXclusive Services.

### **Primary Provider**

Your primary provider is considered the person responsible for coordinating the services you receive at eXclusive Services. This individual's title may also be referred to as clinical supervisor or team leader.

### **Fees**

eXclusive Services accepts various payment methods for services rendered and is often able to establish a verification of benefits prior to initiation of service to minimize if not eliminate out of pocket costs.

### **Weather Emergencies**

There may be times during the year when eXclusive Services needs to delay opening the clinic or in extreme cases close the office because of weather related circumstances. If eXclusive Services is closed and you need immediate attention, please call 911.

### **Confidentiality Issues**

(You have the right to privacy. With few exceptions, everything you say while in treatment is private. If there is good reason, a judge can order your records for court. To provide you the best treatment possible, therapists often ask each other's advice. Occasionally, our records are inspected by reviewers and lastly, if you admit you're involved in abuse of the elderly or children [child abuse includes domestic violence in homes where children live], or if you tell us you plan to hurt yourself or someone else, or that someone is hurting you, we have to report that because it's the

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law.) Behavioral Health program records, which pertain to the identity, diagnosis, and prognosis and services provided to any individual, are confidential in accordance with Ohio Statute and applicable federal confidentiality regulations including 42 CFR, Part 2. Records may not be disclosed without the written consent of the client to whom they pertain except under the following conditions:

- a. To medical personnel in an emergency.
- b. To other service provider personnel only if such personnel need to know the information in order to carry out duties relating to the provision of services.
- c. During the course of review of records on eXclusive Services property by persons who are performing an audit or evaluation on behalf of any federal, state, or local government agency, or third party payer providing financial assistance or reimbursement to eXclusive Services.
- d. Upon court order based on application showing good cause for disclosure.
- e. Restrictions do not apply to communications between eXclusive Services staff and law enforcement officers which:  
(1) are directly related to a consumer's commission of a crime on eXclusive Services property or against staff or to a threat to commit such a crime; and (2) are limited to the circumstances of the incident.
- f. Restrictions on disclosure and use of information do not apply to the reporting of incidents of suspected child abuse and neglect or abuse of an elderly or disabled adult to the appropriate state and local authorities as required by law. Client records that are released which include information regarding a client's substance abuse treatment just include on the release authorization the following statement:

"This information has been disclosed to you from records protected by Federal confidentiality rules. The Federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42 CFR, part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Federal rules restrict any use of information to criminally investigate or prosecute any alcohol or drug abuse client."

### **Grievance Procedures**

(You have the right to complain if you are not happy, or if you believe you've been disrespected. If you have a problem, talk to your therapist or staff member first. If you're still not satisfied, ask to speak with the supervisor. There are other things you can do if you're dissatisfied. There are complaint / grievance forms you can fill out, and forward to the Chief Compliance Officer.) eXclusive Services has an internal client complaint system through which, in our experience, most complaints are resolved quickly and satisfactorily. You can always call the Compliance Officer at (513) 27519940. You can also address any complaint you have to the following individuals:

- Your therapist or staff member
- The Site Director
- The Associate Director
- The Executive Director

We request you address your complaint with your primary provider first. If it is not resolved to your satisfaction, you may either verbally contact the individuals listed above, or you may complete a Complaint/Grievance form. Forms are available by request from our receptionist and our website [www.exclusiveservicellc.com](http://www.exclusiveservicellc.com). Give the form to a staff member / receptionist and ask them to forward the form to the Compliance Director. You can also mail it to: eXclusive Services: Compliance Director; 9435 Waterstone Blvd, Cincinnati, OH 45249. Your complaint will be promptly investigated and action will be taken to resolve it. Should resolution not be attained at this level, the grievor will be referred to the Executive Director.

### **Advance Directives**

If you have a living will, a non-resuscitation clause, or any other advance directive, please make your provider aware.

### **Input From Persons Served**

Suggestions are welcome by contacting eXclusive Services and routing your query to the eXclusive Services' Compliance Director. Periodically, we survey persons served, for quality assurance purposes.

### **Infection Control Protocol**

Communicable Diseases spread by casual contact, such as the flu. If you are ill with flu-like symptoms, please stay home and contact your primary health care provider. Common symptoms of the flu include: fever (usually high), headache, extreme tiredness, cough, sore throat, runny or stuffy nose, muscle aches, nausea, vomiting, and diarrhea. To help stop the spread of germs, use good hygiene techniques such as: wash your hands often and avoid

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touching your eyes, nose, or mouth. Communicable Disease spread by intimate contact or bloodborne illness, such as HIV/AIDS. Upon admission, staff will assess for high risk behaviors associated with communicable diseases. You will be informed of education groups and confidential HIV testing. You must also understand that infringement of program rules (i.e., sex on premises, drugs on premises and violent behavior) could place you at risk for infection from communicable diseases to include hepatitis, gonorrhea, syphilis or HIV. If you are identified with a diagnosed case of a communicable disease, you will receive a referral for specifically targeted information and counseling on your illness. We do not discriminate against you or refuse you treatment. Standard precautions are used when treating all clients accepted for treatment.

### **Seclusion or restraint**

eXclusive Services as an organization does not practice seclusion or restraint.

### **Discharge Criteria / Program Rules**

For everyone's safety and benefit, we expect you to follow our program rules. If you don't, we may discharge you from treatment. If you were referred for treatment, we may report to the referral source the behavior that led to your discharge from treatment. Your therapist will explain all of the rules to you. You are expected to participate in all treatment sessions and be dressed appropriately. You cannot drink or use drugs while you're on eXclusive Services property. Discharge planning begins upon admission and is an ongoing, collaborative process involving the client, therapist, CSP, physician, and referral agencies. Every effort is made to refer clients to the most appropriate treatment resource. When it is evident that a client has received optimum benefit from treatment, the client will be discharged. Clients who are assessed to need substance abuse treatment or who engage in substance abuse behaviors while in mental health treatment may also be referred for substance abuse services. Other reasons clients may be discharged may include: a) Client chooses to withdraw from treatment or moves out of service delivery area of eXclusive Services. b) Clients who fail to attend three scheduled sessions or demonstrate a pattern of noncompliance to treatment recommendations and further attempts to provide treatment is deemed nonbeneficial will be considered to be not engaged in treatment and may be discharged. c) Clients who are in need of services not available through eXclusive Services will be referred to other agencies for services. eXclusive Services will provide these agencies with information regarding the client's treatment and outcomes when authorized by the client and will be limited to what is authorized.

### **Familiarity of eXclusive Services Facilities**

If you may have any questions, your provider can help you. eXclusive Services Location:

11134 Luscek Drive  
Cincinnati, OH 45241  
[www.eXclusiveservicesllc.com](http://www.eXclusiveservicesllc.com)  
Office Hours: Monday – Friday 8:00 am to 5:00 pm

### **Frequently Asked Questions:**

#### *1. How Do I Change My Appointment Time?*

If your visit is a community based visit with a field clinician, contact the individual clinician directly. If your visit is an office visit, call the office of your scheduled appointment at least one business day in advance and let the receptionist know you need to reschedule your appointment. Please be aware that it is encouraged to reschedule appointments promptly upon noticing a needed alteration in scheduling, especially if it is with the psychiatrist. If we do not receive at least one business day notice of the cancellation there may be a cancellation fee charged directly to you. Insurance and Medicaid will not pay cancellation fees.

#### *2. What Do I Do If I Don't Have Transportation To Get To My Appointment?*

eXclusive Services has the ability to provide telemedicine/teletherapy. In addition to helping clients check on various local transportation options which can sometimes help. Let your treatment provider or the receptionist know as soon as possible and we will work with you to see what is available for you.

#### *3. I Need To Talk With My Therapist or CSP and They Aren't Here, What Do I Do?*

All our staff has voice mail so you can leave a detailed message for your treatment provider telling them what you need. If you need to talk with someone right away tell the receptionist and they will connect you with a clinician. If you do leave a voice message include in your message the best way and time to reach you. If you get a recording that the eXclusive Services is closed and you need immediate attention call 911.

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*4. What Do I Do If I Want To Change Treatment Provider?*

We encourage you to let your treatment provider know if you are not happy with their services. If you are not comfortable in doing this or have tried and are not satisfied, ask to speak with the Site Director and that person will work with you to come to a resolution.

*5. What Should I Expect When My Treatment Provider Leaves?*

Your treatment provider will let you know if they are leaving the agency or going on an extended leave (longer than a week). At that time they will tell you whom you will be working with until the new person is hired. You will also receive a letter confirming this change. In the event your treatment provider leaves unexpectedly, eXclusive Services staff will call you as soon as possible (within the week) to let you know about the change. If you have any questions, speak with the Site Director.

*6. Where can I get information about my illness and medication?*

NAMI, Internet search, Ask psychiatrist or nurse for a medication handout

*7. What consumer groups are available?*

eXclusive Services can aid with finding program specific groups.

*8. What do I do if I have a question about my bill?*

Call eXclusive Services (513) 827-9273 and ask for the Accounting Manager.

*9. What do I do if I'm having an emergency?*

Go to the local hospital emergency room to be evaluated or call the HelpLine for your region or 911.

**THE UNDERSIGNED HAS READ AND UNDERSTANDS THE ABOVE**

Patient's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Guardian's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

eXS Staff's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_