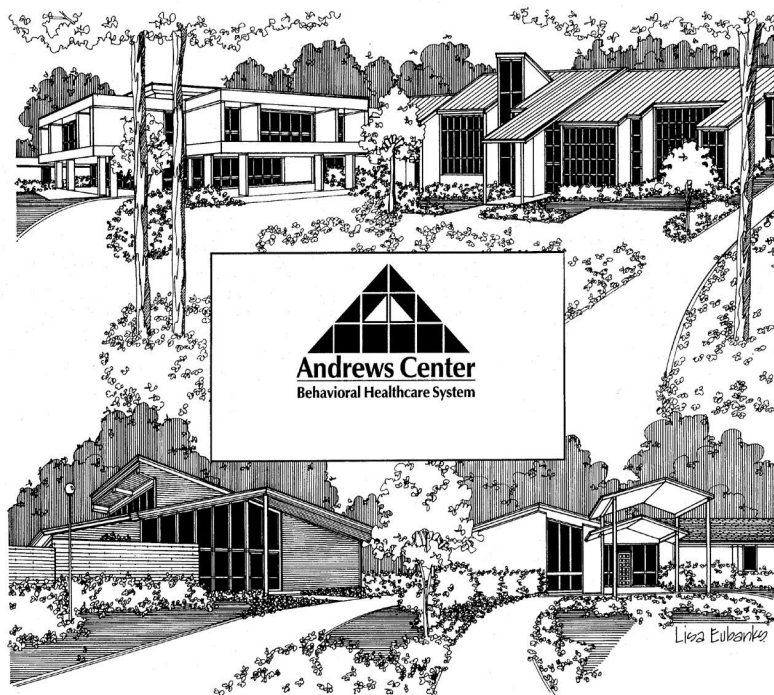


Serving a five-county area:
Smith, Henderson, Van Zandt,
Wood, and Rains.

Certain Center programs also provide
services to persons in counties outside of the five-county
area listed above. For more
information, call (903) 597-1351 or
1-800-374-6058

Services are available to area residents
without regard to race, color, national origin, sex, sexual
orientation, age, religion or disability.



Andrews Center
Behavioral Healthcare System



H A N D B O O K

www.andrewscenter.com

ANDREWS CENTER Behavioral Healthcare System

THIS PAGE IS PROVIDED FOR YOUR NOTES

Mission

Provide and coordinate high-quality integrated healthcare services to the East Texas community to achieve independence and well-being.

Vision

Promoting hope, growth, and positive change for the lives of our community today and beyond!

Values

Recognize and affirm the dignity and worth of each individual.

Seek the best in others; demand it from ourselves.

Seek character, competence and caring.

Take care of each other.

Value ethics, honesty and integrity.

Si, habla Español!
(Spanish translation available)
903-597-1351 or 800-374-6058

1-800-735-2988 (Relay Texas, Voice) or
1-800-735-2989 (Relay Texas, TTY)
(For individuals who are deaf, deaf-blind, hard of hearing or
speech-disabled)

This booklet revised 2023

Table of Contents

VAN ZANDT COUNTY

ANDREWS CENTER OUTPATIENT CLINIC, CANTON

575 West Highway 243
P. O. Box 147
Canton, TX 75103
(903) 567-4197 (24 Hr. number)
800-256-5861 Toll Free

GROUP HOMES

575 West Highway 243
Canton, TX 75103
903-597-1351

WOOD COUNTY

ANDREWS CENTER OUTPATIENT CLINIC, MINEOLA

703 West Patten
Mineola, TX 75773
(903) 569-5409 (24 Hour Number)
800-256-5254 Toll Free

RAINS COUNTY

ANDREWS CENTER OUTPATIENT CLINIC

1174 E. Lennon
Emory, TX 75440
903-473-2671 (24 Hr. number)
800-256-5851 Toll Free

| | |
|--|-------|
| Andrews Center History | 4 |
| Statement of Purpose..... | 5 |
| Philosophy of Treatment and Care..... | 5 |
| Referral Assistance..... | 5 |
| Programs and Services | 6-10 |
| Rights of Persons in Residential Treatment Facilities | 11 |
| Rights of Persons Apprehended for Emergency Detention | 11 |
| Individual Rights | 12 |
| Rights of Persons with Intellectual and Developmental Disabilities ... | 13 |
| Complaint Procedures | 14-15 |
| Notice of Privacy Practices | 16-18 |
| Individual Responsibilities | 19 |
| Financial Arrangements and Medicaid Fair Hearing | 20-22 |
| Regional Directory | 23-26 |

EMERGENCY CRISIS SERVICES

Emergency Mental Health Evaluations and intervention are available 24 hours a day, 7 days a week by calling our toll free Crisis Hotline at 1-877-934-2131 anytime night or day

ANDREWS CENTER HISTORY

The Andrews Center Behavioral Healthcare System is a non-profit, comprehensive mental health diagnostic center that serves a five- county area of East Texas (Smith, Henderson, Van Zandt, Wood and Rains). The administration office is located in Tyler, with outlying regional offices in Athens, Canton, Mineola, and Emory.

Andrews Center began providing services in 1968, and, since that time, has grown considerably throughout the region. Andrews Center is governed by a nine-member Board of Trustees appointed by the Commissioners' Courts of the five counties. The Board establishes policy and selects the Chief Executive Officer who provides an organizational structure and supervises all facets of operations. Representing a cross-section of the population, the Board provides public opinion, advice and other information from citizens in the region about the need for program development and service delivery. In addition, citizens and consumers serve on Citizen Planning and Advisory Committees for both Mental Health and Intellectual and Developmental Disability Services, recommending programs and services for the citizens of the service area.

SERVICE AREA

HENDERSON COUNTY
Athens

SMITH COUNTY
Tyler

VAN ZANDT COUNTY
Canton

WOOD COUNTY
Mineola

RAINS COUNTY
Emory

HENDERSON COUNTY

ANDREWS CENTER OUTPATIENT CLINIC, ATHENS

6901 South Highway 19
P. O. Box 72
Athens, TX 75751
(903) 675-8541 (24 Hr. number)
800-256-5851 Toll Free

ANDREWS DIVERSIFIED INDUSTRIES AND ADULT DAY ACTIVITIES CENTER

1450 Flat Creek Road
Athens, TX 75751
(903) 675-3950 (Day)

GROUP HOMES

6901 South Highway 19
P. O. Box 72
Athens, TX 75751
903-597-1351

CHILDREN'S CASE MANAGEMENT & FAYS

210 S. Pinkerton St.
Athens, TX 75751
(903) 386-0339

**INTELLECTUAL AND DEVELOPMENTAL DISABILITY
ESSENTIAL SERVICES**

Extended Services Facility
1101 E SE Loop 323 Building 4, Ste 102
Tyler, TX 75701
(903) 597-5067

ANDREWS DIVERSIFIED INDUSTRIES

1411 South Bennett
Tyler, TX 75701
(903) 595-0404

GROUP HOMES

2323 West Front Street
Tyler, TX 75702
(903) 597-1351 (24 Hr. number)

TREATMENT AND LEARNING CENTER FOR AUTISM

1722 West Front Street
Tyler, TX 75702
(903) 593-4004

OSAR

2323 West Front Street
Tyler, TX 75702
(903) 753-7633
800-441-8639 Toll Free

ACT

3109 CR 4167
Tyler, TX 75704
(903) 597-1351

HEALTHY COMMUNITY COLLABORATIVE

131 S Beckham
Tyler, TX 75701
(903) 484-1375

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC

The Excellence in Mental Health Act demonstration established a federal definition and criteria for Certified Community Behavioral Health Clinics (CCBHCs). These entities, a new provider type in Medicaid, are designed to provide a comprehensive range of mental health and substance use disorder services to vulnerable individuals. In return, CCBHCs receive an enhanced Medicaid reimbursement rate based on their anticipated costs of expanding services to meet the needs of these complex populations.

PROGRAMS AND SERVICES

Andrews Center Behavioral Healthcare System provides a wide range of health services and programs throughout the region, including: information and referral, outpatient clinics, referral to inpatient hospitalization, children's programs, counseling services, industrial labor services, residential programs and daily living and learning programs.

REFERRAL ASSISTANCE

Referral Assistance is available to help community members assess a need and obtain the most appropriate mental health services to meet that need through Andrews Center Behavioral Healthcare System or referral to other agencies.

PROGRAMS AND SERVICES

ASSESSMENT & COUNSELING

Assessment & Counseling are Mental Health Services which offers confidential, comprehensive, Outpatient Services for individuals and families. Screening/Assessment Services offer crisis assessment, diagnostics, and referrals for children, adolescents, and adults to a wide variety of services. Individuals may be referred for inpatient state or private services when needed. Counseling services are offered for individuals, couples, and families. Services are provided on a sliding scale, funded by the state, or received through insurance. Counseling Interns may provide free counseling services for individuals who qualify.

MEDICATION ASSISTANCE

Andrews Center provides medication services for treatment of mental health. Some individuals requiring medication services may qualify for financial assistance from Andrews Center to help pay for their medication. Individuals must meet strict criteria to qualify for medication assistance. Medication assistance is only available for critical medications to treat mental illness, for medications on an approved formulary, for the least expensive appropriate medication, for medications not covered by insurance, & only for individuals who meet the admission criteria.

ASSERTIVE COMMUNITY TREATMENT (ACT)

The ACT Team helps to reintegrate the chronically mentally ill consumer back into the community. The ACT Team utilizes a holistic approach by being intensively involved as a partner with each consumer to teach him or her about their illness, to take responsibility for their lives and to manage the symptoms of their illness more effectively.

MEDICAL MANAGEMENT SERVICE

This service provides psychiatric evaluation and medication management with supervision of the administration of medication, monitoring of effects and side effects of medication and assessment of symptoms for children, adolescents and adults in an outpatient setting.

SERVICE COORDINATION/CASE MANAGEMENT

This program provides a Service Coordinator or Case Manager, to assist children and adults with intellectual and developmental disabilities and/or mental illness in accessing medical, social, educational and other appropriate services and supports to help individuals achieve a quality of life and community participation acceptable to the individual.

SUBSTANCE USE DISORDER SERVICES

Services provided include group education, counseling services, family education, tele-video, individualized person-centered recovery and after-care services. A screening and assessments is completed to determine eligibility. SUD services are available for both adolescent and adults.

REGIONAL DIRECTORY

SMITH COUNTY

ANDREWS CENTER

Outpatient Clinic, Tyler and Administrative Offices
2323 West Front Street
Tyler, TX 75702
P.O. Box 4730
Tyler, TX 75712
(903) 597-1351 (24 Hr. Number)
800-374-6058 Toll Free

PRIMARY HEALTHCARE MEDICAL SERVICE

2323 West Front Street
Tyler, TX 75702
(903) 597-1351

TEXAS CORRECTIONAL OFFICE ON OFFENDERS WITH MEDICAL OR MENTAL IMPAIRMENTS (TCOOMMI)

2323 West Front Street
Tyler, TX 75702
(903) 597-1351

OUTPATIENT COMPETENCY RESTORATION

826 W. Rusk Street
Tyler, TX 75702
(903) 593-5291

FAYS

2624 Kensington St. Ste. 110
Tyler, TX 75703
(903) 581-2835
1-866-630-3551

CHILDREN'S CASE MANAGEMENT

1710 West Front Street
Tyler, TX 75702

**MEDICAID Funded Mental Health and Intellectual and
Developmental Disabilities Services
FAIR HEARINGS**

If you are currently receiving Medicaid benefits and:

1. are requesting mental health or intellectual and developmental disabilities case management or mental health rehabilitative services and those services have been denied by Andrews Center; or
2. have been receiving these services from Andrews Center and they are terminated or reduced,

you have a right to a fair hearing. At the time you receive notice of service denial, termination or reduction, you will receive information and a form to fill out and mail in to claim this right. The form should be mailed to:

For Mental Health and YES-Waiver services:

Texas Health and Human Services Commission
Office of the Behavioral Health Ombudsman
Consumer Services and Rights Protection
1106 Clayton Lane Ste 350, MC: H-700
Austin, TX 78723
1-800-252-8154
www.hhsc.state.tx.us

For Intellectual and Developmental Disability Services:

Texas Health and Human Services Commission
701 West 51st St, Winters Building—Mail Code W521
Austin, TX 78751
512-438-5055

OUT PATIENT PSYCHOSOCIAL SERVICES

For those persons who meet the State guidelines, this service provides medication training and support for patients and their families to educate them concerning the patient's diagnosis, medications, monitoring and management of symptoms and side effects. Rehab Services offer psychosocial services, monitoring, assessment of service needs, service planning, and training of daily and independent living skills. Supported housing and co-occurring psychiatric and substance use disorder services are provided if needed.

**TEXAS CORRECTIONAL OFFICE ON OFFENDERS WITH
MEDICAL OR MENTAL IMPAIRMENTS (TCOOMMI)**

The TCOOMMI program works with adults on parole/probation in our five-county area, with primary responsibility to those being released on parole with special needs and individuals being released from Substance Abuse Felony Punishment facilities. The service provides linkage from incarceration to outpatient programs in the individual's area. These services include: case management, continuity of care, doctor & nursing services, eligibility assistance & crisis management. The individuals who receive services are those identified as offenders with special needs.

OUTPATIENT COMPETENCY RESTORATION (OCR)

OCR provides community based services to defendants with mental illness in our five-county area. Clients who have been deemed Incompetent to Stand Trial by Chapter 46B of the Texas Code of Criminal Procedure can be court ordered to receive treatment in the OCR program while on bond. Services include legal skills training, medication services, psychosocial skills training, and supportive housing services.

PEER SUPPORT

Peer Support Specialists are mentors with lived mental health experiences. They demonstrate resiliency & determination in their own recovery efforts, while providing support to consumers. The specialist provide weekly groups & individual sessions. They teach coping skills, trauma-informed care, recognition of triggers, and implement art therapy with clients. All five counties are served.

CARE COORDINATION

Care Coordination works with consumers to identify needs and locate internal or community resources to address the needs. Care Coordinators assist the consumer in navigating the referral process. Additionally, they facilitate continuity of care by working with area hospitals to ensure a comprehensive after-care plan for both new and established clients. Care Coordination serves as a liaison throughout the consumer's healthcare journey.

PRIMARY HEALTHCARE MEDICAL SERVICES

The clinic provides integrated primary and behavioral healthcare services at the Tyler Main Center to give clients convenient access to improve patient outcomes and provide better patient experiences.

FAMILY AND YOUTH SUCCESS (FAYS)

The FAYS program's purpose is to serve youth and their families needing crisis intervention, help with family conflict, concerns involving school performance and attendance and building parent and youth skills. This program offers in-home, family preservation services to youth and their families who meet at least one of the eligibility criteria for FAYS. Eligible youth must be within the ages of 0-5 and 6-17 and have risk factors that can include: family conflict, school attendance, cyber-bullying, bullying, grief, anger, identity issues, or runaway. 24 hour hotline number for services is 1-866-630-3551.

MOBILE CRISIS OUTREACH TREATMENT

Andrews Center provides 24 hour crisis services. A team of qualified staff are available 24 hours a day, 7 days a week to provide crisis assessments, interventions, and recommendations for hospitalization or outpatient services to those at risk of endangering themselves or others. Mobile Crisis Services are accessed by calling our toll free Crisis Hotline at 1-877-934-2131 anytime night or day.

YES-WAIVER

Youth Empowerment Services Waiver Program is Medicaid Waiver Program for children, ages 3-18, with severe emotional disturbances and their families: who meet clinical eligibility criteria.

PREADMISSION SCREENING AND RESIDENT REVIEW

All individuals seeking entry to a Medicaid certified nursing facility and/or are current residents of a Medicaid certified nursing facility are eligible to receive PASRR services. PASRR must be administered to determine if individuals have a mental illness or an intellectual and/or developmental disability to determine eligibility for specialized services.

HEALTHY COMMUNITY COLLABORATIVE

Healthy Community Collaborative is a voluntary program serving people experiencing homelessness or at risk of homelessness who have a diagnosis of mental health and/or substance use disorder. HCC is a voluntary, wholistic approach to helping persons 18 and older by supporting recovery and reintegration into the community through housing, employment, and life skills.

7. Unless they are married, persons under the age of 16 must have approval of parent(s) or legal guardian before services can be provided. The parent(s) or legal guardian must personally authorize the Center to provide services. If the person seeking services is under the age of 18 and there is a custody agreement for the child, the parent(s) or legal guardian, must provide proof of guardianship in the form of a divorce decree or formal custody orders.
8. Persons with a major mental illness may qualify for financial assistance from a local, state or federal funding source. Andrews Center Behavioral Healthcare System will serve this population according to contracts and other financial arrangements that exist with these funding sources. Persons with a major mental illness will not be refused a service based on ability to pay.
9. Unless in crisis, persons living outside of the five-county service area, should be presenting to the local mental health authority that services their county.

CHARGES FOR UNKEPT APPOINTMENTS

If an individual is unable to keep a scheduled appointment, the Center must be notified at least 24 hours before the scheduled service. Failure to notify the Center may result in a charge of the full fee for the appointment.

DISCHARGE FROM SERVICES

If an individual fails to keep or no shows three (3) or more scheduled appointments, the Center can discharge the individual from Andrews Center Services. If an individual has not had an appointment in over 365 days, this may also result in a discharge from all services.

If an individual is fully discharged from Andrews Center services, the individual must complete the screening process again in order to determine eligibility for services.

GIFTS AND GRATUITIES

Employees of Andrews Center Behavioral Healthcare System may not accept gifts, money or gratuities from customers, from persons under contract to the system or anyone who could benefit from an employee action. Gifts may be donated to the Andrews Center Behavioral Healthcare System on the individual's behalf.

FINANCIAL ARRANGEMENTS

Andrews Center Behavioral Healthcare System strives to provide the best possible services at the lowest possible cost. A fee is established for each service. Center staff conducts a careful and thorough assessment to establish each person's ability to pay. If a person does not have sufficient personal finances or health insurance to pay the fee, the Center will evaluate that person's eligibility for funding assistance from local, state, or federal sources. The following information will be helpful in this process:

1. Family size, family income, and other support will be evaluated in establishing the charges for services. Everyone is expected to pay a fee based on their diagnosis and financial ability to pay.
2. Proof of family income is required to receive adjustments to the charges for the services. Examples of proof include last year's 1040 tax return, a current paycheck, current bank statement, current letter from Social Security Administration, letter from employer, etc.
3. Individuals will be asked to pay their portion of the charge at the time the service is rendered, whether it be an insurance co-pay or a monthly maximum ability to pay fee.
4. A change of income or financial circumstances or any other problem concerning the ability to meet financial obligations during treatment should be reported to the Consumer Benefits Department so that an appointment can be made to re-assess any fees or make any possible adjustments to the charges.
5. Proof of insurance is required. Please be prepared to present:
 - Medicaid card
 - Medicare card and/or Medicare advantage plan
 - Medicare D prescription drug plan
 - Veteran's Administration (V. A.) outpatient card
 - Group or private insurance card
6. As a service to our customers, Andrews Center will handle the billing to insurance companies, if the individual provides the following information:
 - Name of insurance company
 - Policy number
 - Policyholder's name, date of birth, & social security number
 - Employee's company name (for group policies)
 - A copy of the policy or employee's insurance handbook
 - Insurance claim forms

OUTREACH SCREENING ASSESSMENT REFERRAL (OSAR)

Andrews Center, through a subcontracting relationship with East Texas Council on Alcoholism and Drug Abuse (ETCADA), serves as the Outreach, Screening, Assessment, and Referral (OSAR) for a 23-county area. Regardless of the ability to pay, residents seeking help for substance use disorder (SUD) may qualify for services based on need. For information on SUD services, screening, or referrals please call Andrews Center at 903-597-1351 or ETCADA at 903-753-7633 or 1-800- 441-8639. Andrews Center's crisis hotline is 877-934-2131

VETERANS COUNSELING

This program offers counseling to Veteran's, Active Military, and their Family Members. The counseling is tailored to work with SMVF specific culture and trauma. They also address other needs such as PTSD, TBI, and military sexual trauma. They will provide counseling, treatment planning and implementation, access to crisis services, and assist with access to Veteran related organizations. Participants who are uninsured will receive services without charge

GREEN ZONE FOR VETERANS

The Green Zone is a multiservice drop-in center for veterans and their families. The Green Zone offers a safe place for veterans to engage in weekly peer support groups, get assistance with VA claims, and find employment and/or volunteer opportunities.

The Veteran's Counseling and Green Zone program are located at Camp V which is a one stop shop for Veteran's and their Family Members. Camp V is located at 3212 West Front St., Tyler Tx 75702

HELPING OTHER PEOPLE EXCEL

The HOPE Program is a 2 year intensive program for individuals aged 15-30, who have experienced psychotic symptoms for at least one week and/or are diagnosed with a psychotic mental illness in the past two years. Services include: psychiatric treatment, family education and support, counseling, supported employment and other support services as needed. Uninsured consumers receive services without charge.

ANDREWS CENTER VOLUNTEERS

Andrews Center Volunteer offers volunteer opportunities for the community at the Andrews Center.

INTELLECTUAL AND DEVELOPMENT DISABILITY SERVICES

IDD INTAKE: Provides intake, assessment, referral and continuity of services for individuals with intellectual and development disabilities. It may also include a Diagnosis of IDD (DID) - testing for service eligibility.

TREATMENT AND LEARNING CENTER FOR AUTISM

The TLC for Autism programs provide individualized, quality, Applied Behavioral Analysis services to families with children with autism and other developmental disabilities. The goal is to provide precise learning opportunities for children, teens, and adults to become successful in all life venues. Services include behavioral and language assessments, training for staff and parents on teaching and taking data on targeted skills, as well as direct therapy and teaching for those with autism spectrum disorders and related disorders to improve communication, socialization, and behavior.

GROUP HOMES

Group Homes is a twenty-four hour supervised residential program for adults with intellectual and developmental disabilities. It provides a home-like environment which includes room and board, supervision and therapeutic support for eight to twelve residents in each home.

ANDREWS DIVERSIFIED INDUSTRIES

Andrews Diversified Industries provides local businesses with valuable production and contracted services, while promoting effective training and employment opportunities for persons with mental and physical disabilities. The program utilizes personal and social adjustment, development of motor coordination and vocational training to help people whose mental health problems affect their ability to get a job.

IDD CRISIS INTERVENTION SERVICES

Individuals with intellectual and/or developmental disabilities are eligible for Crisis Intervention Services, if there is an immediate danger to self or others; individual's mental and/or physical health is at risk of serious deterioration; the individual believes that he/she presents an immediate danger to self or others; and/or that his/her mental and/or physical health is at serious risk of deterioration. Referral is required for services.

HOME AND COMMUNITY BASED SERVICES (HCS)

These are services to meet the individual's need to remain in the community and may include residential, community supports and day habilitation. Must be on interest list to access services.

INDIVIDUAL RESPONSIBILITIES

PROVISION OF INFORMATION

The individual is responsible for providing, to the best of their knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to their health. It is the individual's responsibility to report unexpected changes in their condition to the responsible Center staff member. A consumer is responsible for reporting whether they clearly understand their plan of treatment or training and what is expected of them.

COMPLIANCE WITH INSTRUCTIONS

The individual is responsible for following the recovery plan which they actively participated in developing with Center staff. This may include following the instructions of physicians, nurses and other Center staff as they carry out the recovery plan. The individual is responsible for keeping appointments, and when they are unable to do so for any reason, must notify Center staff.

REFUSAL OF TREATMENT

The individual is responsible for their actions if they refuse treatment or do not follow the recovery plan agreed upon.

ANDREWS CENTER FEES

The individual is responsible for assuring that the financial obligations of their care and treatment are fulfilled as promptly as possible.

ANDREWS CENTER RULES AND REGULATIONS

The individual is responsible for following Center rules and regulations affecting the care and conduct of persons receiving services at Andrews Center Behavioral Healthcare System.

NOTICE

A Declaration of Mental Health is a legal document that allows or disallows specific mental health treatment. The document helps an individual to make decisions in advance about their mental health care. For further information please visit:
<https://hhs.texas.gov/sites/default/files/documents/laws-regulations/forms/DMHT/DMHT.pdf>

YOUR PRIVACY RIGHTS

Although your health record is the property of DSHS, you have the right to:

- Inspect and copy your health information, including lab reports, upon written request and subject to some exceptions. We may charge you a reasonable, cost-based fee for providing records as permitted by law.
- Receive confidential communications of your health information, such as requesting that we contact you at a certain address or phone number. You may be required to make the request in writing with a statement or explanation for the request.
- Request amendment of your health information in our records. All requests to amend health information must be made in writing and include a reason for the request.
- Request an accounting (a list) of certain disclosures of your health information that we make without your authorization. You have the right to receive one accounting free of charge in any twelve-month period.
- Request that we restrict how we use and disclose your health information for treatment, payment, and health care operations, or to your family and friends. We are not required to agree to your request, except when you request that we not disclose information to your health plan about services for which you paid with your own money in full.
- Obtain a paper copy of this notice upon request.

You may make any of the above requests in writing to the DSHS privacy officer or your DSHS provider's privacy office. You can reach DSHS at (512) 776-7111 or (888) 963-7111 or by email at hipaa.privacy@dshs.texas.gov

OUR DUTIES

We are required to provide you with notice of our legal duties and our privacy practices with respect to your health information. We must maintain the privacy of information that identifies you and notify you in the event your health information is used or disclosed in a manner that compromises the privacy of your health information.

We are required to abide by the terms of this notice. We reserve the right to change the terms of this notice and to make the revised notice effective for all health information that we maintain. We will post revised notices on our public website at www.dshs.texas.gov and in waiting room areas. You may request a copy of the revised notice at the time of your next visit.

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint by contacting: **DSHS Consumer Services and Rights Protection/Ombudsman Office** by mail at Mail Code 2019, P.O. Box 149347 Austin, TX 78714-9347; or by telephone at (512) 206-5760 or (800) 252-8154 (toll free); and **Office for Civil Rights, Region VI, U.S. Department of Health and Human Services**, by mail at 1301 Young St., Suite 1169, Dallas, Texas 75202; or by telephone at (800) 368-1019, (214) 767-0432 (fax), or (800) 537-7697 (TDD).

For complaints about a violation of your right to confidentiality by an alcohol or drug abuse treatment program, contact the United States Attorney's Office for the judicial district in which the violation occurred.

We will not retaliate against you for filing a complaint.

RIGHTS OF PERSONS IN RESIDENTIAL TREATMENT FACILITIES

- The right to have visitors
 - The right to religious freedom
 - The right to protection from abusive and degrading treatment
 - The right to keep and use personal possessions, to wear suitable clothing, to have an opportunity for physical exercise and to go outdoors
 - The right to talk with or write to persons outside the facility
 - The right to privacy for personal needs as long as it doesn't place the individual or others in danger
 - All the legal rights the individual had before coming to the facility
- Any exceptions to these rights, which are made on the behalf of an individual, must be authorized by a physician and entered into the medical record.

RIGHTS OF PERSONS APPREHENDED FOR EMERGENCY DETENTION

Each person apprehended or detained under this subchapter of the Texas Mental Health Code shall have the following rights:

- To be advised of the location of detention, the reasons for the detention and the fact that the detention could result in a longer period of involuntary commitment
- To contact an attorney of his own choosing with a reasonable opportunity to contact that attorney
- To be transported back to the location of apprehension or to *a place* of residence in the state or other suitable place if not admitted for emergency detention unless the person is arrested or objects to the return
- To be released if the head of the facility determines that any of the four criteria for emergency detention set out in the Texas Mental Health Code no longer apply
- To be advised that communication to a mental health professional may be used in proceedings for further detention

Each person apprehended or detained under this code shall be advised within 24 hours of admission, orally, in simple, non-technical terms of the above-listed rights. The above-listed rights shall be communicated to a hearing and / or visually impaired person through any means reasonably available to communicate these rights.

If you do not understand your rights, please discuss them with your therapist or service coordinator. You may also request a copy of the Texas HHSC handbook entitled ***Your Rights*** for confirmation of the rights listed in this brochure.

INDIVIDUAL RIGHTS

Individuals receiving services from Andrews Center Behavioral Healthcare System have the right to:

- Access the services of the Center at the most convenient, available location
- The least restrictive plan of service based on their special needs
- Treatment and service by a qualified staff and to know the names, titles and qualifications of all staff
- Appropriate medical and psychiatric care and treatment. The right to take part in the planning and review of treatment when possible and to give or withhold written informed consent to treatment. The right to information about progress and treatment
- Decline treatment and to know the potential consequences of declining treatment
- Read their clinical record as long as the primary provider determines that is in the best interest.
- Take medications as prescribed and to know the effects of the medication
- Confidentiality about care and treatment
- Decide whether or not to take part in research. This decision is the individuals or the person legally responsible for the individual
- Be treated fairly, honestly and with respect
- The right to request a second opinion about treatment either by a consultant hired at the client's own expense or by utilization manager. If there is a written complaint about the Center's service or treatment, it may be addressed and discussed with the therapist, the Client Rights Officer, the Chief Executive Officer or his designee
- Have persons of their choosing participate in treatment and discharge planning
- Have communications in a language and format understandable to the individual
- To alert appropriate authorities about victims of abuse, neglect, or domestic violence; if the agency reasonably believes you are a victim of abuse, neglect, or domestic violence we will make every effort to obtain your permission, however, in some cases we may be required or authorized to alert the authorities;
- For health oversight activities such as audits, investigations, and inspections of DSHS facilities;
- For research approved by an Institutional Review Board or privacy board; for preparing for research such as writing a research proposal; or for research on decedents information;
- To create or share de-identified or partially de-identified health information (limited data sets);
- For judicial and administrative proceedings such as responding to a subpoena or other lawful order;
- For law enforcement purposes such as identifying or locating a suspect or missing person;
- To coroners, medical examiners, or funeral directors as needed for their jobs;
- To organizations that handle organ, eye or tissue donation, procurement, or transplantation;
- To avert a serious threat to health or public safety;
- For specialized government functions such as military and veteran activities, national security and intelligence activities, and for other law enforcement custodial situations;
- For incidental disclosures such as when information is overheard in a waiting room despite reasonable steps to keep information confidential; and
- As otherwise required or permitted by local, state, or federal law.

Additional privacy protections under state or federal law apply to substance abuse information, mental health information, certain disease-related information, or genetic information. We will not use or share these types of information unless expressly authorized by law. We will not use or disclose genetic information for underwriting purposes.

We will always obtain your authorization to use or share your information for marketing purposes, to use or share your psychotherapy notes, if there is payment from a third party, or for any other disclosure not described in this notice or required by law. You have the right to cancel your authorization, except to the extent that we have taken action based on your authorization. You may cancel your authorization by writing to the privacy officer per below.

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

When you receive treatment or benefits from Andrews Center, we receive, create and maintain information about your health, treatment, and payment for services. We will not use or disclose your information without your written authorization (permission) except as described in this notice.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

We may use and disclose your health information without your authorization for treatment, payment, and health care operation purposes. Examples include but are not limited to:

- Using or sharing your health information with other health care providers involved in your treatment or with a pharmacy that is filling your prescription.
- Using or sharing your health information with your health plan to obtain payment for services or using your health information to determine your eligibility for government benefits in a health plan.
- Using or sharing your health information to run our business, to evaluate provider performance, to educate health professionals, or for general administrative activities.

We may share your health information with our business associates who need the information to perform services on our behalf and agree to protect the privacy and security of your health information according to agency standards.

We may use or share your health information without your authorization as authorized by law for our patient directory, to family or friends involved in your care, or to a disaster relief agency for purposes of notifying your family or friends of your location and status in an emergency situation. We may use and disclose your health information without your authorization to contact you for the following activities, as permitted by law and agency policy: providing appointment reminders; describing or recommending treatment alternatives; providing information about health-related benefits and services that may be of interest to you; or fundraising.

We may also use and disclose your health information without your authorization for the following purposes:

- For public health activities such as reporting diseases, injuries, births or deaths to a public health authority authorized to receive this information, or to report medical device issues to the FDA;
- To comply with workers compensation laws and similar programs;

- Know about the cost and third party coverage of treatment, including any limitations on the duration of services
- Be paid for any work done as a client
- Know the rules of the Center and the Texas Health and Human Services Commission and how they affect the individual
- All the rights guaranteed by the constitution and the statutes of the United States and Texas
- Be free from abuse, neglect and exploitation
- Reasonable protection of personal property
- Be free from physical restraints unless prescribed by a physician and to have any physical restraint so ordered removed as soon as possible
- Be informed of all rights both in writing and orally in the client's primary language, or by other appropriate means of communication, within twenty-four (24) hours of admission to services
- Integrated medical care, specialized services and humane treatment.
- Protection from abusive and degrading treatment and exploitation
- Hold a job for which they are qualified and to be paid fairly for the work performed
- Participate in community life

RIGHTS OF PERSONS WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

Person with IDD are entitled to all the Individual Rights listed above as well as other rights.

Persons receiving services for IDD will be given an additional handbook which details these rights.

COMPLAINT PROCEDURES

If you think that your rights have been violated, if you have a complaint against Andrews Center Behavioral Healthcare System, or you wish to appeal a denial, termination or reduction of services at Andrews Center you may register your complaint with the Andrews Center Administration by writing or calling:

Rights Protection Officer
Andrews Center Behavioral Healthcare System
P.O. Box 4730
Tyler, TX 75712
(903) 597-1351
1-800-374-6058
www.andrewscenter.com

If Andrews Center Behavioral Healthcare System is unable to resolve your complaint, you may contact:

Texas Health and Human Services Commission
Office of the Behavioral Health Ombudsman
Consumer Services and Rights Protection
P.O. Box 13247,
MC: H-700
Austin, TX 78711-3247
1-800-252-8154
www.hhsc.state.tx.us

For persons with an Intellectual and Developmental Disability, you may contact:

Texas Health and Human Services Commission
Consumer Rights and Services-Complaint Intake Unit
P.O. Box 149030, Mail Code E249
Austin, TX 78714-9030
1-800-458-9858

For problems relating to chemical dependency treatment, you may contact:

Texas Department of State Health Services
Division for Mental Health and Substance Abuse Services
1100 W. 49th Street
Austin, TX 78756
512-206-5000
1-866-378-8440 (Toll Free)
www.dshs.state.tx.us

For concerns regarding your treatment with a medical doctor or physician assistant, you may contact:

Texas Medical Board
Investigations Department - Mail Code 263
P.O. Box 2018
Austin, Texas 78768-2018
1-800-201-9353
<http://www.tmb.state.tx.us/>

For concerns regarding your treatment with a Nurse or Nurse Practitioner, you may contact:

Texas Board of Nursing
Enforcement Division
333 Guadalupe St. Suite #3-460,
Austin, TX 78701-3944
512-305-6879

For concerns regarding your treatment with a Licensed Professional Counselor, a Licensed Social Worker, a Sex Offender Treatment Provider, and a Licensed Chemical Dependency Counselor, you may contact:

Texas Department of State Health Services
Professional Licensing and Certification Unit
P.O. Box 149347, Mail Code 1982
Austin, Texas 78714-9347
512-834-6628

NOTICE

Protection and advocacy entities have been created across the country using federal funds. The purpose of these entities is to protect the rights of, and advocate for, mentally disabled persons. In Texas, the entity is called Disability Rights Texas. It is located at 2222 West Braker Lane, Austin, Texas 78758. The telephone number is (512) 454-4816 or 1-800-252-9108