

Muskingum Behavioral Health
1127 W Main St, Zanesville, Ohio 43701

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Muskingum Behavioral Health - **INFORMATION YOU MAY NEED:**

Client Rights, Grievance Procedure and Resource Handbook

If you have a crisis outside of MBH's business hours, contact the Crisis Hotline at: (740) 453-5818

As a client of Muskingum Behavioral Health,

1. I understand the programs and services offered by the agency and have been given the opportunity to ask any questions.
2. I understand that the agency does not discriminate on the basis of sex, age, race, religion, color, national origin, handicap, or inability to pay.
3. I will make every attempt to provide 24 hour notice if I cannot attend a session.
4. I will participate in my treatment, individual and/or group sessions. If I don't, I may be asked to leave. I must complete any assigned homework.
5. I will keep the confidentiality of other clients in the program.
6. I understand that violent, abusive, and threatening behavior towards staff or other clients in the agency is grounds for refusal of services. I understand that destruction of agency property is grounds for dismissal. I understand that if I break a law at the agency or against the agency, the agency can press charges against me and seek payment for damages.
7. I understand that if I arrive at the agency under the influence of alcohol or other drugs, I can be refused services at the discretion of the counselor.
8. I understand that I must be on time for each session. Being late may result in no services provided.
9. I have the right of refusal. However, the counselor or group members may express their feelings about my choice not to get involved.
10. I will have no dating, romantic, or sexual involvement with other clients or with the staff.
11. I must attend AA or NA meetings as assigned by my counselor, as defined by the counselor.
12. I will be drug and / or alcohol tested at random.
13. I understand that I must follow the no smoking and no nicotine use rules. This means no use before, during, or after session while in the building or while on agency property.
14. I understand that attendance and abstinence is a major part of treatment success, and I will try to do both.

Information on Communicable Diseases

With alcohol/drug use come risks that non-users don't have. The following will provide you with information about some of these risks. If you have questions, or need help getting any of the following services, please contact our office.

TUBERCULOSIS INFORMATION:

Tuberculosis (TB) is a disease caused by a germ which is spread through the air when an infected person coughs, sneezes, or speaks. The germ settles in the lungs and multiplies in the body, spreading to other areas including kidneys, bones, and brain. A person with TB may not show any symptoms of the illness. Treatment can prevent the disease from establishing or from progressing. A person who has TB can not attend counseling until cleared by a doctor or RAMBO through testing and / or medication

SLEEPING STAGE: The germ is fought by the body's defenses. The defenses form capsules around the germ rendering it inactive. In this stage, the germ cannot be spread.

ACTIVE STAGE: The germ breaks out of the capsule and become active. Symptoms include: coughing, tiredness, weakness, fever, weight loss, or spitting up blood. It is during this stage the germ can spread to others. TB, if not treated, can cause serious illness and death.

TB TESTING: Testing is done by injecting fluid under the skin on the arm. The test site is checked 2 or 3 days later for swelling to determine the need for further testing. Results are reported as: (1) Negative - No germ detected Or (2) Positive - Germ detected and more tests are required. Chest x-rays or other tests determine if the disease is present or if treatment is needed.

TREATMENT FOR TB: The TB infection is treated with a medication called INH.

For information or free testing, you can contact:

Rambo Memorial Health Center, 711 Main St, Zanesville, Ohio 43701 ◆ Phone: (740) 452-5401

HIV / AIDS INFORMATION:

HIV (Human Immunodeficiency Virus): **HIV is spread from one person to another by sexual intercourse with an infected person; shared hypodermic needles or syringes with an infected person; from an infected mother to her baby before, during, and after birth; or through infected blood or blood products.**

Populations At Risk For AIDS: intravenous drug abusers; homosexual and / or bisexual men; heterosexuals (where partner is infected with HIV); hemophiliacs or those who have received tainted blood transfusions; and children infected by mothers with HIV.

INCUBATION PERIOD: an individual may have HIV for many years before AIDS symptoms appear. The disease can be passed to others before any signs and symptoms are noticed.

SYMPTOMS OF PROGRESSING INFECTION: may include swollen lymph glands in the neck, underarm, or groin area; recurrent fever including night sweats; rapid weight loss for no apparent reason; constant tiredness; diarrhea and decreased appetite; and white spots or unusual blemishes in the mouth.

AIDS (ACQUIRED IMMUNE DEFICIENCY SYNDROME): an illness that harms the body's ability to fight infection. It weakens the immune system so mild or rare diseases become potentially fatal conditions. AIDS attacks the nervous system causing damage to the brain and spinal cord.

PROTECT YOURSELF FROM GETTING HIV/AIDS: Don't shoot drugs; have sex only with a faithful partner; use latex condoms and spermicide; and don't mix the use of alcohol or drugs with sex.

Information on Communicable Diseases, continued

HEPATITIS B INFORMATION:

Hepatitis B is one form of Hepatitis. Hepatitis is an inflammation of the liver. Hepatitis can be caused by viruses, medications, long-term alcohol use, and exposure to certain industrial chemicals. All types of hepatitis damage liver cells and can cause the liver to become swollen and tender. Some types can cause permanent liver damage.

Hepatitis B is one of several forms of viral hepatitis. It can spread from one person to another. It is spread through body fluids, including blood, semen, and vaginal fluids (including menstrual blood). The virus can be passed from a mother to her newborn baby during delivery (Perinatal transmission). Hepatitis B virus is spread from an infected person and usually enters the body of another person in one of the following ways:

1. Sharing needles: people who share needles and other equipment (such as cotton, spoons, and water) used for injecting illegal drugs may inject Hepatitis B virus infected blood into their veins.
2. Work related exposure: people who handle blood or instruments used to draw blood may become infected with the virus. Health care workers are at risk of becoming infected with the virus if they are accidentally stuck with a used needle or other sharp instrument infected with an infected person's blood.
3. Sexual contact: the hepatitis B virus can enter the body through a break in the lining of the rectum, vagina, urethra, or mouth.
4. Childbirth: a newborn baby can get the virus from his or her mother during delivery when the baby comes in contact with the mother's body fluids in the birth canal (Perinatal transmission).
5. Body piercing and tattoos: hepatitis B virus can be spread when needles used for body piercing or tattooing are not properly cleaned (sterilized) and hepatitis B virus infected blood enters a person's skin.
6. Toiletries: grooming items such as razors and toothbrushes can spread hepatitis B virus if they carry blood from a person who is infected with the virus.

Short term (acute) infection usually goes away on its own without treatment. Some people have no symptoms. Most people who develop symptoms feel better in 2 to 3 weeks and recover completely after 4 to 8 weeks. Other people may take longer to recover.

Long term (chronic) infection occurs when the hepatitis B virus continue to be present in a person's liver and blood for 6 months or more. Chronic infection can lead to serious liver diseases such as cirrhosis and liver cancer. Chronic infection develops in up to 90% of children infected at birth, in 30% of children infected between the ages of 1 and 5, and in about 6% of those infected after age 5. Medications are used to treat chronic hepatitis B.

The most common early symptoms or infection include:

Extreme Tiredness (fatigue)	Mild fever	Headache
Loss of Appetite	Nausea	Vomiting
Chronic pain in right abdomen	Diarrhea or Constipation	Muscle Aches
Joint Pain	Skin Rash	Dark Urine

Vaccination can prevent hepatitis B infection. The vaccine is up to 95% effective. Although the vaccine is not widely used among adults, those at risk for infection should be vaccinated. Currently, 42 states require childhood immunization against hepatitis B.

Information on Communicable Diseases, continued

HEPATITIS C INFORMATION:

Hepatitis C is one form of Hepatitis. Hepatitis is an inflammation of the liver. Hepatitis can be caused by viruses, medications, long-term alcohol use, and exposure to certain industrial chemicals. All types of hepatitis damage liver cells and can cause the liver to become swollen and tender. Some types can cause permanent liver damage. Hepatitis C can be detected by a blood test. There is no vaccine for hepatitis C.

Hepatitis C virus caused by the hepatitis C virus which multiplies in liver cells. The hepatitis C virus is spread through blood in the following ways:

1. Sharing needles and other equipment (such as cotton, spoons, and water) used to inject illegal drugs is the most common way hepatitis C virus is spread.
2. Sexual contact: risk is low, especially for long-term monogamous couples. The risk increases if you have many sexual partners or if one partner is infected and bleeding occurs as a result of sexual activity. Having a sexually transmitted disease or being infected with HIV may increase the risk of sexual transmission of the HEP C virus.
3. Household contact with a family member who has hepatitis C is not a common means of spreading the illness.
4. Pregnant women infected with the virus can give hepatitis C to their babies. The risk is about 5%. The risk is higher if the woman also in infected with HIV.
5. Studies show that hepatitis C virus does not spread from a mother to her baby through breast milk. However, breast feeding women should make sure their nipples are not cracked or bleeding.
6. In the past, hepatitis C sometimes was spread through blood transfusions. Today, all donated blood is screened for hepatitis C virus, so the possibility of becoming infected from a blood transfusion is very low.
7. If you receive a solid organ transplant (such as a kidney, liver, or pancreas) from a donor who is infected with hepatitis C virus, you may become infected. However, all donor organs are screened for hepatitis C virus infection, so the risk of becoming infected with the hepatitis C virus in this manner is very low.
8. In 10% of people who become infected with hepatitis C virus, the cause of infection is never known.

Once the hepatitis C virus enters the body, it takes about 2 weeks to 6 months fro the infection to develop and cause the first signs or symptoms of the infection (incubation period). It is not known how long a person infected with the virus is contagious. For this reason, anyone who tests positive for the hepatitis C virus antibody should take precautions to avoid spreading the infection.

The outcome of hepatitis C virus infection varies widely. The acute stage, which occurs 2 weeks to 6 months after infection, usually is so mild that most people don't know they are sick. About 80% of people who become infected with hepatitis C virus develop the chronic infection, meaning they remain infected for many years, often for the rest of their lives. The Majority of people with chronic hepatitis C virus infection will not develop severe liver damage. Although it may take many years, up to 20% of people who have chronic hepatitis C virus infection develop live scarring (cirrhosis). Of these people, 1% to 4% also develop liver cancer. Liver damage caused by hepatitis C virus infection is the most common reasons for liver transplantation in the United States. Chronic hepatitis C may be treated with medications that fight viral infections.

Young children with short-term (acute) hepatitis C usually have no symptoms. Some of the following mild symptoms may develop in older children and adults:

Constant Tiredness (fatigue)	Sore Muscles	Headache
Chronic pain in right abdomen	Nausea	Dark or Light Stools
Loss of appetite or weight loss	Aversion to some foods	Yellowing of skin or eyes

Long term (chronic) hepatitis C occurs when the liver is inflamed for longer than 6 months. Most people, especially young children, have no symptoms once they develop chronic infection. If symptoms develop, they may include: constant tiredness (fatigue), a general sense of not feeling well (malaise), or mild abdominal pain. People who have been infected with the hepatitis C virus for many years may develop the following symptoms which are signs of live scarring (cirrhosis): redness on the palms of the hands (palmar erythema caused by the expansion of small blood vessels (capillaries); appearance of clusters of blood vessels just below the skin that look like tiny red spiders (spider angiomas)and usually appear on the chest and shoulders; fluid retention in the abdomen (ascites); or swelling of the arms, legs, hands, and feet (peripheral edema).

For information or for testing, you can contact:

Zanesville-Muskingum County Health Department, 205 North Seventh Street, Zanesville, OH 43701

◆ Phone: (740) 454-9741

Muskingum Behavioral Health – Client Rights

- ❖ The right to be treated with consideration and respect for personal dignity, autonomy and privacy
- ❖ The right to be informed of available prevention services
- ❖ The right to reasonable protection from physical, sexual or emotional abuse or inhumane treatment
- ❖ 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
- ❖ The right to receive services in the least restrictive, feasible environment
- ❖ The right to be informed of one's own condition
- ❖ The right to be informed of available program services
- ❖ The right to give informed consent or to refuse any service, treatment or therapy, including medication absent an emergency
- ❖ The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it.
- ❖ The right or freedom from unnecessary or excessive medication, unnecessary physical restraint or seclusion
- ❖ The right to be informed and the right to refuse any unusual or hazardous treatment procedures
- ❖ The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, movies or photographs. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas.
- ❖ The right to consult with an independent treatment specialist or legal counsel at one's own expense
- ❖ The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations
- ❖ The right to have access to one's own consumer record in accordance with agency procedures, unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction
- ❖ The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary
- ❖ The right to be verbally informed of all consumer rights, and to receive a written copy upon request
- ❖ The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations
- ❖ The right to file a grievance
- ❖ The right to have oral and written instructions concerning the procedure for filing a grievance, and to have assistance in filing a grievance if requested
- ❖ The right not to be discriminated against for receiving services in any manner prohibited by local, state or federal laws.
- ❖ The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations
- ❖ The right to have access to one's own consumer record in accordance with agency procedures, unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction
- ❖ The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary
- ❖ The right to be informed of the reason(s) for denial of an agency service
- ❖ The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, gender, sexual orientation, physical or mental handicap, developmental disability, socio-economic status, national origin, genetic information, HIV infection, whether asymptomatic or symptomatic, or AIDS
- ❖ The right to know the cost of services, if applicable
- ❖ The right to be verbally informed of all consumer rights, and to receive a written copy upon request
- ❖ The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations
- ❖ The right to file a grievance
- ❖ The right to have oral and written instructions concerning the procedure for filing a grievance, and to have assistance in filing a grievance if requested
- ❖ The right not to be discriminated against for receiving services in any manner prohibited by local, state or federal laws.
- ❖ The right to be informed of the reason(s) for denial of an agency service
- ❖ The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, sex, gender, sexual orientation, physical or mental handicap, developmental disability, socio-economic status, national origin, genetic information, HIV infection, whether asymptomatic or symptomatic, or AIDS
- ❖ The right to know the cost of services, if applicable

Muskingum Behavioral Health - Client Grievance Procedure

How you can file a grievance:

At Muskingum Behavioral Health, we commit ourselves to providing the highest quality care. If you find yourself having concerns, or are unsatisfied with the care you are receiving as a client of Muskingum Behavioral Health, please share your concerns with us. As we move toward a solution together, please follow these steps:

- 1) Please ensure you submit your grievance in writing:
 - ❖ Include the date and be sure to sign or have the individual filing the grievance on behalf of the client sign the letter
 - ❖ Be sure to include the date, approximate time, a description of the incident and any names of individuals involved in the incident
- 2) Please send your written grievance to our office at 1127 W Main St, Zanesville, OH 43701, and direct attention to Tessa Vickers, Chief Clinical Officer and designated Client Advocate. The Client Advocate's hours of availability are: **Monday - Thursday from 9:00AM - 5:00PM.**
- 3) Muskingum Behavioral Health will send acknowledgement of receipt of the grievance to the client, or family within three (3) business days and will include the following information:
 - ❖ The date the grievance was received
 - ❖ A summary of the grievance
 - ❖ An overview of the investigation process
 - ❖ A timetable for investigation and notification of resolution
 - ❖ The treatment provider contact name, address and phone number
- 4) Muskingum Behavioral Health will make a resolution decision on the grievance within twenty (20) business days of receipt. In the event of extenuating circumstances, resolution may extend beyond twenty-one (21) calendar days. A written notification will then be extended to the consumer in such cases.

If you still have concerns:

Muskingum Behavioral Health participates in a variety of programs and accreditations that are regulated by federal, state, and community partners. If you are still unsatisfied with the resolution decision that was reached, you have the option to escalate your concern to the following organizations for additional support:

Organization / Address:	Phone Number:
1) Mental Health and Recovery Services Board 1500 Coal Run Road, Zanesville, Ohio 43701	740-454-8557
2) Disability Rights Ohio 200 S Civic Center Dr suite 300, Columbus, OH 43215	1-800-282-9181
3) U.S. Department of Health and Human Services Office of Civil Rights, Region V 233 N. Michigan Ave., Suite 240, Chicago, IL 60601	800-368-1019
4) Ohio Department of Mental Health and Addiction Services 30 East Broad Street, 8th Floor, Columbus, Ohio 43215-3430	1-877-275-6364