

Morningstar Mental Health Clinic

13 N Winston St./PO Box 338

Reynolds, GA 31076

Office (478) 847-9879

Fax (478) 847-9879

After Hours Emergency 478-550-5323

Hours of Operation

Monday – Friday

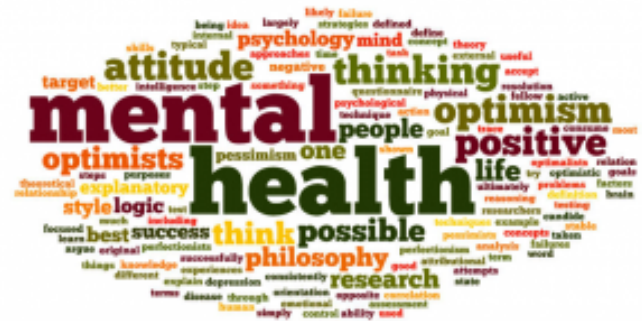
8:00AM – 5:00PM

Evenings and Weekends by
Appointment



MENTAL HEALTH SERVICES

CONSUMER HANDBOOK



History

Our site of the Morningstar Youth Estate Campus was a rice, indigo and sugar plantation in the early 1800's owned and operated by the Grant family. The ruins of the sugar mill are the best remaining example of a colonial sugar mill. The historic Altamaha Canal flows through the property and comprises its eastern boundary.

In the 1930's the property was acquired by the State of Georgia and with the help of the Civilian Conservation Corps (C.C.C.) was developed into Santo Domingo State Park. The property was long thought to be location of a Spanish mission named Santo Domingo. This is not believed to be true by modern historians.

After World War II a local resident, J. Ardell Nation, had a vision to create “Boys Estate,” an orphanage for homeless boys. Mr. Nation was given title to the land and built a program modeled after the famous “Boy’s Town.” After many years of operation Boys Estate changed its name to Youth Estate and began to accept girls as well as boys. In 1996 Morningstar assumed ownership of the property and made significant changes to the program in order to accommodate Georgia’s “most in need” Children and Youth.

Notes / Things To Know:

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Welcome and thank you for choosing Morningstar CFS as your Mental Health Provider. We are pleased you are here and we are looking forward to serving you.

Please take a few minutes to read through this handbook. It is important information that will be helpful to you while you are receiving services from Morningstar CFS.

Again, welcome to Morningstar's MHC! Please don't hesitate to ask any staff member questions regarding your treatment.

Morningstar's Vision, Mission, and Values

Our Vision

Brighter futures for all of Georgia children

Our Mission

Morningstar is a sanctuary where transformative teaching and healing affirms our children through real relationships

Our Values

We look towards the stars ...

believing that we are a part of something bigger than ourselves.

We shine like the stars ...

reflecting the goodness and light that is in all of us.

We reach for the stars ...

knows our best effort makes a difference, every day.

We guide like the stars ...

mentoring those in our care through positive words and actions.

We guide like the stars ...

linking together to create a community of hope and encouragement for all.

Payment Methods

Payment is due upon receipt of services. If you do not have Medicaid or private insurance and cannot afford to pay for services, Morningstar will provide you with a sliding fee scale plan.

We accept the following:

- Medicaid
- Wellcare
- Amerigroup
- PeachCare
- Peach Sate
- Care Source
- Private Pay

Morningstar Grievance Procedures

You have the right to file a complaint or grievance without fear of retribution, retaliation or barriers to service.

You may acknowledge any instances of misconduct in person or anonymously by using:

- Suggestion (Grievance) Box
- Complaint / Suggestion Form
- Verbal Report
- Access to the Client Advocate

Your Morningstar Client Advocate is:

Gary Brown
Phone – (912) 267-3700 xt 2106
Fax – (912) 267-3716
gbrown@morningstarcfs.org
1 Youth Estate Dr.
Brunswick, GA 31525

You may also contact the Department of Behavioral Health and Developmental Disabilities:

Two Peachtree Street, N.W.
24th Floor
Atlanta, GA 30303
(404) 657-2252

Types of Services Provided

- Assessment and Care Planning
- Psychiatry/Medication
- Individual Counseling
- Group Counseling
- Family Therapy
- Skills Training
- Information and Referral

Help Where and When You Need it!

Counselors are available to provide services at our office, school, your home or other community location. Appointments are scheduled when it is convenient for your family.

CLIENT'S RIGHTS

As a client of Morningstar Mental Health Clinic you have the right to:

- Confidentiality of records.
- Converse privately, have access to phone, mail and visitors unless denial is necessary for treatment and reasons are documented in your treatment plan.
- Humane treatment environment that affords reasonable protection from harm, exploitation and coercion.
- Freedom from physical or verbal abuse.
- Timely access to information needed to facilitate decision-making.
- Informed consent or refusal of services, treatment, concurrent services, participation in research, or release of information.
- Expression of choice regarding the composition of the service delivery team.
- Access or referral to legal entities at the client's expense.
- Access and referral to self-help/advocacy support services.
- Adherence to research guidelines and ethics, if applicable.
- Investigation and resolution of alleged infringement of rights.
- Be free of physical holds (emergency intervention), seclusion, or restraint.
- Be involved in treatment planning, review of the plan, and notification of changes to the plan.
- Be involved in transition planning.
- File either oral or written grievances or complaints without fear of reprisal and have any complaints addressed and resolved in a timely manner.
- Receive a written notice of the address and phone number of that state licensing authority which further explains the responsibility of licensing the program and investigating client complaints which appear to violate licensing rules.
- Obtain copies of the program's licensing, inspection and accreditation reports upon written request within 30 days.
- Be fully informed of any charges for treatment.
- Request in writing a review of the client's file and receive a response within 30 days. Morningstar shall make the determination using current HIPAA guidelines.
- Retain personal property that does not jeopardize the safety of others AND the responsibility to keep all weapons and illicit drugs away from the facility.
- Be informed of all rights, and exercise rights without reprisal in any form, including continued, uncompromised access to services.

Privacy Rights

Morningstar Children and Family Services, Inc. is dedicated to maintaining the privacy of your personal health information. We are also required by law to do this. These laws are complicated, but state that we must provide you with important information. This pamphlet is a shorter version of the full, legally required NPP, which explains in more detail our privacy practices. The full NPP is posted in the reception and copies are available by asking; refer to it for more information. Since we can't cover all possible situations, please talk to our Privacy Officer (see the end of the pamphlet) about any questions or problems you have regarding this information.

We will use the information about your health which we get from you or from others mainly to provide you **treatment**, to arrange **payment** for our services or for some other business activities which are called, in the law, health care **operations**. After you have read this NPP, we will ask you to sign a **Consent Form** to let us use and share your information. If you do not consent and sign the form, we cannot treat you.

If we or you want to use or disclose (send, share, release) your information for any other purposes we will discuss this with you and ask you to sign an Authorization to allow this.

Of course we will keep your health information private but there are some times when the laws require using or sharing it such as:

1. When there is a serious threat to your health and safety or the health and safety of another individual or the public. We will only share information with a person or organization who is able to help prevent or reduce the threat.
 2. Some lawsuits and legal or court proceedings.
 3. If a law enforcement official requires us to do so.
 4. For Workers Compensation and similar benefit programs.
- There are some other situations like these which don't happen very often. They are described in the longer version of the NPP

Your rights regarding your health information

1. You can ask us to communicate with you about your health and related issues in a particular way or at a certain place. For example, you can ask us to call you at home, and not at work to schedule or cancel an appointment. We will try our best to do as you ask.

2. You have the right to ask us to limit what we tell certain individuals involved in your care or the payment for your care, such as family members and friends. While we don't have to agree to your request, if we do agree, we will keep our agreement except if it is against the law, or in an emergency, or when the information is necessary to treat you.

3. You have the right to look at the health information we have about you such as your medical and billing records. You can even get a copy of these records but we may charge you. Contact our Privacy Officer to arrange how to see our records. See below.

4. If you believe the information in your records is incorrect or incomplete, you can ask us to make some kinds of changes (called amending) to your health information. You have to make this request in writing and send it to our Privacy Officer. You must tell us the reasons you make to make the changes.

5. You have the right to a copy of this notice. If we change this NPP, we will post it in our waiting room and you can always get a copy of the NPP from the Privacy Officer.

6. You have the right to file a complaint if you believe your privacy rights have been violated. You can file a complaint with Morningstar's Privacy Officer (see below) and/or with the Secretary of the U.S. Department of Health and Human Services or the Office of Civil Rights, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201. All complaints must be in writing. Filing a complaint will not change the services we provide to you in any way.

If you have any questions, regarding this notice or our health information privacy policies, our Privacy Officer will be happy to help you:

Janet Newton Email: privacyofficer@morningstarcsf.org

Phone: (912) 267-3700 or Fax: (912) 267-3716

Responsibilities of Consumers

All consumers have the following responsibilities:

- To meet all scheduled appointments or give 24 hour notice of cancellation
- To be honest in all dealings related to treatment.
- To respect the confidentiality and privacy of others in treatment with you.
- To commit to treatment by actively participating, following all rules, completing homework assignments, and being on time for all appointments and activities.
- To treat others with dignity and respect.
- To take an active part in treatment, transition, and after care planning.
- To take medications only as prescribed and report any side effects.
- To pay all fees related to treatment.
- To report any change in financial or living situation which may affect treatment.

APPOINTMENTS & MESSAGES:

Our services are by provided by appointment unless of a crisis nature. Depending upon the type of service received, you may expect to spend 1-2 hours. We generally do not accept phone calls while we are with clients. Cancellations are made by calling at least 24 hours in advance Monday – Friday. Please understand that once you have made an appointment, you have reserved that hour and will be expected to keep the appointment or make a cancellation. Insurance companies/Medicaid do not provide reimbursement for cancelled sessions. After business hours, you may choose to leave a voicemail, however if your cancellation is less than 24 hours in advance or on the weekends, you must contact on-call staff per voice mail instructions. In the event of a medical or police emergency, call the county emergency number first, then call Morningstar on-call staff. Trained professional staff are on call 24 hours a day for crisis situations.

INITIAL CONTACT, ASSESSMENT & SERVICES:

The initial appointment is scheduled to discuss concerns and problems from your point of view. Historical or other background information may be obtained during this time or during following sessions. In times of crisis, the initial appointment may be used to resolve or relieve the immediate crisis. Information concerning your thoughts, feelings, strengths, needs and preferences will be used to complete an assessment and to develop your treatment plan which can be updated at any time during services.

Our contract requires that we inform you that other providers are available in the local or nearby areas to provide the same services that Morningstar does. Georgia Crisis and Access Line can provide up to date information about these providers at 1-800-715-4225 or on the internet at www.mygcal.com.

Your treatment team will include a combination of the following professionals a Child and Adolescent Psychiatrist, Psychologist, Registered Nurse/LPN, Therapist(s) and/or Paraprofessional(s).

Seclusion and Restraint Policy

It is Morningstar's Policy that we do not seclude or restrain any consumer for any reason. If a consumer's behavior is disruptive and the consumer is unable to calm down, he or she may be asked to leave their session until their behavior is under control.

If there is an emergency situation and staff members need additional assistance with a consumer, a staff member will call 911.