



Charleston Dorchester Mental Health Center

Patient Orientation Handbook

Useful information for patients, family
members, and other care providers

Welcome to Charleston Dorchester Mental Health Center

Welcome to the Charleston Dorchester Mental Health Center (CDMHC)! Thank you for choosing us as a partner in your mental health journey. We know it takes a lot of courage to reach out for support, and we're honored you placed your trust in our team. Confidentiality, your safety, and your healing are among our top priorities here.

Our mission is to support the recovery of people living with mental illness and we aim to provide services in a safe and supportive environment. Whether you're here for individual therapy, group therapy, family therapy, or another type of service, we are committed to helping you achieve your treatment and personal goals.

We believe in a person-centered approach, which means we value your input as we together identify your unique needs. As you begin your care here, please ask questions, share your concerns, and be an active part of the treatment team. Building relationships with your providers is one of the most important steps towards your healing and growth.

Thank you again for choosing us to help you work towards your mental health goals. If you ever have questions or concerns for me, I welcome your input. We are glad you are here and look forward to supporting your progress every step of the way!

Jennifer Brush, LPC

Executive Director, CDMHC

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What Can I Expect?

CDMHC offers mental health services to adults, adolescents, and children. During your first visit, a therapist will meet with you to discuss your medical and mental health history. At the end of that meeting, the therapist will schedule a follow-up appointment with a case manager.

Your case manager is a master's level therapist who will provide therapy as well as coordinate your care going forward. They will work with you to explore what you hope to achieve in treatment and will develop a personalized treatment plan to help you meet your goals.

The services on your treatment plan will be based on your goals, needs, and preferences. These may include appointments with a doctor or nurse practitioner, Group Therapy, Family Therapy, nursing services, or appointments with a peer support person. To the right, there's a brief list of the types of services we provide. This is not the full list, though. Be sure to talk to your case manager if you are interested in any of these services.

Throughout your treatment, your therapist and treatment team will meet with you to discuss your progress and adjust your services to meet your changing needs and treatment goals.

CDMHC'S SERVICES

Individual Therapy
Group Therapy
Family Therapy
School Mental Health
Medication
Appointments
Nursing Services
Vocational Assistance
Peer Support
Entitlement Support
Care Coordination
Jail Transition
Assistance
Mental Health Court



Emergency Services

CDMHC has several options to provide care for our patients experiencing a psychiatric crisis.

If you are experiencing a psychiatric crisis, please call one of our 24-hour crisis numbers and a mental health clinician will help you decide what to do.

- ❖ *Walk-In Assessment (existing patients will meet with an on-call therapist)*
- ❖ *Mobile Crisis Team (responds to psychiatric crises in the community)*
- ❖ *Mobile Crisis Call Center (available 24/7)*
- ❖ *Tricounty Crisis Stabilization Center (a 24/7 unit for patients seeking additional help to stay safe and gain stability during a mental health crisis)*
- ❖ *Call or Text 988 (CDMHC operates a 988 Call Center which answers many local requests for assistance)*

For Psychiatric Emergencies
24 Hours a Day, 365 Days a Year

843-414-2350

1-800-613-8379

833-DMH-CCRI (833-364-2274)

Deaf Services Emergency: 1-800-647-2066

Call or Text 988 for the National Suicide and Crisis Lifeline

What Will My Care Look Like?

Who is on my treatment team?

Your treatment team starts with you. CDMHC encourages you to actively participate in your treatment planning. If you wish, other supports (such as family, partners, or roommates) may also participate. Your therapist will serve as a case manager by coordinating your treatment team at CDMHC. Your team will consist of your therapist, a clinical supervisor, and a physician (even if you are not receiving medication from CDMHC). Depending on your needs and services, other medical professionals may also participate.

What is a treatment plan?

Your treatment team will work with you to create a treatment plan (often referred to as a “Plan of Care”). This is similar to a prescription for the types of services you will receive and how often you will be seen. It includes your personal goals for treatment as well as a guide for how you and your team can track your progress. It can be changed throughout your treatment as your needs and preferences change.

How often will I see my providers?

Your treatment plan will include the types of services you will receive along with how often you will be seen. This will change throughout your care, based on your needs, progress, and preferences.

How long will I need to come to CDMHC for services?

Your treatment team will work with you to determine when you are ready to stop coming for services. You will help decide on criteria for discharge when you make your Plan of Care.

What if I have an emergency and need to be seen right away?

Please call one of our 24-hour crisis numbers (located at the back page of this guide). A mental health professional will help you decide what to do.

What if I have a hard time getting to the center for services?

Discuss this with your case manager. CDMHC will work with you to overcome barriers to treatment. Our center also offers services via telehealth (see page 10).

Patient Rights

- ❖ You have a right to be informed of your rights.
- ❖ You have a right to be informed regarding methods of resolving possible violations of your rights.
- ❖ You may seek advice and assistance from the Patient Advocacy Program.
- ❖ You may contact an attorney of your choice.
- ❖ You are entitled to a safe and humane environment.
- ❖ You have a right to as much freedom of movement as possible. This right may be limited only when it is necessary for the protection of yourself, others, and the community.
- ❖ You have the right to refuse therapy unless required by law.
- ❖ You have a right to participate in the formulation of your treatment plan and to know the names of the staff members responsible for your care.
- ❖ You have a right to recognized psychiatric treatment. This right includes receiving information regarding risks, side effects, and anticipated benefits of all medication and treatment.
- ❖ You have the right to refuse participation in any research project and to refuse non-standard psychiatric treatment.
- ❖ You have a right to know the cost of your treatment and to know the source of any assistance available in meeting these expenses.
- ❖ You have a right to have all information concerning your treatment kept confidential except when State law permits disclosure.
- ❖ You may report any suspected abuse or neglect or exploitation of patients without fear or reprisal.
- ❖ In exercising your rights, you may not infringe on the rights of others. You also have certain basic responsibilities, and you have a right to know what is expected of you.

**If you are a minor 15 years of age or younger an authorized person may exercise these rights on your behalf.*

Patient Responsibilities

Advance Directives

A Declaration for Mental Health Treatment, also known as a Psychiatric Advance Directive, is a legal document completed by an individual that details their instructions and wishes for their mental health treatment in times when they are too ill to make their wishes known.

It can help to improve communication between you and your doctor, you and other staff, and you and your family members involved in your recovery.

Having a psychiatric advance directive may even shorten a hospital stay or help you avoid one altogether.

Talk to your therapist about developing an Advance Directive.

- ❖ Ask questions when you do not understand what is happening to you.
- ❖ Let a member of the staff know when you have a problem or feel sick.
- ❖ Take part in planning and participate in your own therapy. Involve yourself in your treatment planning and provide information concerning your medical history.
- ❖ Attend scheduled activities and keep appointments.
- ❖ Show respect for the property and rights of others.
- ❖ Keep yourself clean and dressed (insofar as you are physically able).
- ❖ Obey the laws which apply to all citizens.
- ❖ Be familiar with and observe the rules and policies of your center.
- ❖ Accept responsibility for your actions.
- ❖ Cooperate in the goal of achieving self-sufficiency in the management of your everyday living.

You Can Expect Us To

- ❖ Treat you the way we'd like our family members treated – with dignity, respect, and courtesy.
- ❖ LISTEN to you.
- ❖ Provide your treatment in an ethical, honest environment.
- ❖ Handle all treatment records confidentially.
- ❖ Not discriminate based on race, color, religion, disability, gender, sexual orientation, age or national origin.
- ❖ Explain details about your mental health.
- ❖ Inform you about any side effects and risks of any treatment we provide.
- ❖ Involve you in setting your own goals.
- ❖ Provide competent staff and culturally sensitive services.
- ❖ Help you figure out the cost of your treatment and help you look for ways to pay for your treatment, if needed.
- ❖ Provide a safe way to voice concerns you may have about your treatment.

Your Voice Matters

CDMHC wants to hear from you so that we can continue to improve and provide the best possible care for our patients and community.

Annually, the center will ask you to complete a Patient Satisfaction Survey. Your answers let us know if we are meeting your needs. They may also help us to plan future services at the center.

Each month, the center hosts a meeting with the Peer Advisory Board to hear suggestions from patients like you. If you would like to join, please let your case manager/ therapist know. These suggestions are shared with our center's leadership and help shape the policies and plans of the center.

The CDMHC Board of Directors meets monthly to review the progress and discuss the direction of the center. These meetings are held virtually and are open to the public. We invite our patients, family members, and support teams to attend. Please contact the center at 843-852-4100 for the date and time of the next meeting if you are interested in attending. The dates and times are also published in the local newspaper.

Each center also has suggestion boxes in the lobbies where you can anonymously share your feedback and provide suggestions.

Patient Advocate

If a problem arises in your treatment, you should talk to your therapist or their supervisor first. You can call the clinic to request to speak with them.

If you are unable to get the matter resolved or you would prefer to talk to someone outside of your care team, you may ask to speak with CDMHC's Patient Advocate, Tia Lewis.

If you have a grievance or feel that your rights have been violated, you may register a complaint with the local patient advocate. You may also contact the [BHDD Office of Mental Health Patient Advocacy Program](#).

CDMHC Patient Advocate

TIA LEWIS

843-953-3497

How to File A Grievance

- Our patient advocate, Tia Lewis, can assist you in completing a "Request to Review" form. You may request the document and fill it out on your own, if you prefer.

Patient Advocate Review

- Our patient advocate will review your grievance and complete an investigation. She will complete a report and provide you with a copy of the result.

Director Review

- If you are not satisfied with the response, please contact Tia Lewis and request a review by the center director. The director will review the complaint, complete a report, and provide you with a copy of the results.

Departmental Review

- If your concern is not resolved, you may contact the BHDD Office of Mental Health: Office of Patient Advocacy.

How We Bill for Community Mental Health Services

Patients will not be refused services regardless of their ability to pay.

We are required to charge fees and collect payment for the services we provide. Fees are the same for all patients receiving the same services. These fees are set by the South Carolina Department of Behavioral Health and Developmental Disabilities Office of Mental Health and will be provided to you in your consent packet. They are also available on request.

If you have in-network insurance coverage, we will bill your insurance carrier for you. You are responsible for all payments on any balances owed for services provided. This may include co-pays, deductibles, co-insurance, or services not covered by a third-party.

If you have health insurance coverage, you are required to sign a consent to bill for the services being provided. If the Office of Mental Health is not in your health insurer's provider network, you will be responsible for payment when services are rendered. Your insurance company may require that mental health services be pre-authorized by them as a condition of payment.

Payment is expected when services are received. If you are unable to pay the entire bill, please pay what you can. You may contact our Billing Department (843-531-5885) to discuss payment arrangements based on your ability to pay.

Please be aware that South Carolina law demands that if you do not pay your bill with the center, your South Carolina Tax refund can be garnished until your fees are paid.

If you have Medicare, you are required to sign a consent to bill and complete an Advanced Beneficiary Notice (ABN) form for services being provided. You will be responsible for services that are not covered under Medicare.

If you have Medicaid or Medicaid Managed Care (MCO), you are required to sign a consent to bill for services rendered. Services covered under Medicaid are considered paid in full.

Should you have multiple pay sources, we generally bill in the following order:

1. Private Insurance
2. Medicare
3. Medicaid/MCO

If you do not have Medicaid, Medicare, or other insurance coverage, you will be billed directly for services you receive. Please contact our Billing Department at 843-531-5885 to request a review of your qualification for a fee reduction, which may reduce the amount that you owe. Certain documentation will be required to apply.

Please make us aware of any financial status or insurance coverage changes as soon as possible. You will have 3 visits to provide us with this information for potential balance reduction. After that, if no financial information is provided, you will be billed your full balance. This information will be reviewed on an annual basis.

The Center may provide services for you between appointments for which there will be a charge, such as communication between your therapist and another agency on your behalf.

If hospitalization is necessary, you should be aware there are daily charges. Those billing arrangements are between you and the hospital facility.

If you have any questions about your bill, you need to make a payment, or if your ability to pay your bill changes, please call our Billing Department at 843-531-5885. Our Accounts Specialists can assist you.

Medicaid and Medicare Eligibility

Eligibility Entitlement Staff can assist you if you provide information which indicates you might qualify for Medicaid or Medicare.

Please discuss this with your therapist if you think you might qualify.

Helpful Community Resources

- Alanon: 843-762-6999
- Alcoholics Anonymous: 843-723-9633
- Narcotics Anonymous: 843-852-3001
- Charleston Branch of National Alliance on Mental Illness: 843-284-3091
 - Serves Charleston, Dorchester, and Berkeley counties
- Charleston Center (Alcohol & Drug): 843-722-0100 or 843-958-3300
- Dorchester Alcohol & Drug Outpatient Services: 843-871-4790
- Fetter Clinic (Charleston): 843-722-4112
- Fetter Clinic (Summerville): 843-821-3444
- My Sister's House: 843-744-3242
- National Domestic Violence Hotline: 800-273-4673
- Vocational Rehabilitation
 - Dorchester/Berkeley County: 843-761-6036
 - Charleston County: 843-740-1600
- Poison Control Hotline: 1-800-222-1222

Telehealth Appointments

CDMHC wants you to participate in treatment in a way that is accessible and comfortable for you. Some patients may prefer to participate in therapy using a video program on their computer, tablet, or phone. We refer to this as “telehealth” services. Some sessions may be required to be in-person due to insurance or to ensure that treatment is effective.

To protect the privacy of our patients, CDMHC uses a HIPAA compliant, secure platform for telehealth appointments.

All telehealth participants must use their own equipment. If you would like to participate in telehealth but equipment is a barrier, talk to your case manager.

There may be community resources to help. If you would like to participate in telehealth services, be sure to talk to your case manager.

Safety at the Center

At CDMHC, the safety and comfort of our patients, visitors, and staff is a top priority.

In the event of an emergency, please follow the directions of our staff. Evacuation Routes are posted throughout the center. During an emergency, staff members will guide you to the nearest exit if evacuation is necessary.

For safety reasons, we may ask to search any personal belongings that you bring to the center. Alcohol, drugs, firearms or weapons of any kind are not permitted on the property. Law enforcement may be called if weapons or illegal substances are brought to the center. Individuals who are intoxicated will not be eligible to receive counseling services on that date. Medications that you bring to the center or that the center provides to you are for your use only. Keep them in a cool, dry, safe place out of the reach of others.

It is NOT the policy of CDMHC to seclude or restrain patients. However, in a psychiatric emergency when a person's behavior may be dangerous to him/herself or someone else, the staff will act to keep everyone safe. Law enforcement may help in these situations.

The Center is sensitive to the rights of patients to receive services in a safe, dignified environment. We strive to adjust your environment to meet your needs for safety, confidentiality and dignity at all times. You may be restricted from participating in some activities to keep you and others around you safe. If, for safety reasons, your or your children's activities have been restricted within the center, you may regain those rights by requesting your treatment team and/or patient advocate review and approve the restoration of those rights.

Please help prevent the spread of infectious diseases through handwashing and rescheduling or using telehealth services if you feel unwell.

***If you see something you do not think is safe,
please let staff know right away!***

Locations and Important Phone Numbers

Our Mental Health Clinics

Monday – Friday 8:30AM – 5:00PM

Dorchester Clinic

*Serving Adults, Children, and Families
of Dorchester County*

106 Springview Lane
Summerville, SC 29485
843-873-5063

New Patient Appointments:
843-873-5063

West Ashley Clinic

*Serving Adults, Children, and Families
of Charleston County*

2100 Charlie Hall Blvd
Charleston, SC 29414
843-852-4100

New Patient Appointments:
843-414-2350

Deaf Services

We also serve the Hard of Hearing and Deaf-Blind populations
TTY: 800-647-2066 Videophone: 803-807-2701

For Psychiatric Emergencies

24 Hours a Day, 365 Days a Year

843-414-2350 Deaf Services Emergency:
1-800-613-8379 1-800-647-2066
833.DMH.CCRI (833-364-2274)
Call or Text 988 for the National Suicide and Crisis Lifeline

Medical Records

Dorchester Fax: 843-851-2110 Charleston Fax: 843-571-7971

We use a translation service to assist those who speak a language other than English.

Policy Notifications

Code of Professional Conduct

CDMHC staff follow a code of professional and ethical conduct. This code is available for your review upon request.

Annual Outcomes

Each year, the center creates an “Annual Outcomes” document, which provides updates on center performance and annual goals to patients, caretakers, and the community. This document is available upon request.

Appointment Policy

If you need to cancel or reschedule your appointment, please contact your case manager at least 24 hours in advance.

If you miss multiple appointments, your chart may be reviewed for discharge and all future appointments—including with your doctor—may be cancelled. Psychiatric medical assessment appointments may be cancelled due to lack of participation in therapy services.