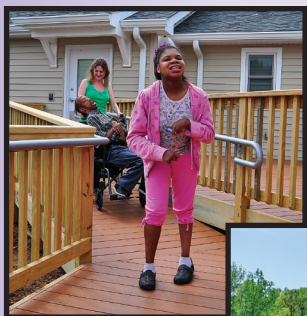




Rappahannock Area
Community Services Board

Guide to Services



**Rappahannock Area
Community Services Board**

600 Jackson Street
Fredericksburg, VA 22401
540-373-3223



www.rappahannockareacsbs.org

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Welcome!

Welcome to **Rappahannock Area Community Services Board (RACSB)**. The mission of the RACSB is to improve the quality of life for people residing in Planning District 16 with mental health, developmental disability, and substance abuse problems and preventing occurrence of these conditions. We do this through an integrated community-based system of care that is responsive to individual needs and choices. We respect and promote the dignity, rights, and full participation of individuals and their families.

No one is denied services based on inability to pay. Financial assistance is available. RACSB complies with the Americans with Disabilities Act. Equal access to programs, services and employment is available to all persons.

RACSB is an agency of local government, which was established in 1970 under Chapter 10 of the Code of Virginia. RACSB provides the following community-based services:

- Mental Health Services
- Developmental Disability Services
- Alcohol and Drug Abuse Services
- Prevention Services
- Early Intervention Services

RACSB provides these services for the residents of the City of Fredericksburg and the Counties of Caroline, King George, Spotsylvania, and Stafford.

RACSB programs are licensed by the Virginia Department of Behavioral Health and Developmental Services (DBHDS).

The following RACSB programs are Internationally Accredited by CARF (Commission on Accreditation of Rehabilitation Facilities):

- Case Management/Service Coordination: Mental Health and Substance Abuse Services for Children, Adolescents and Adults
- Community Housing and Supported Living: Mental Health Adults
- Community Integration: Psychosocial Rehabilitation Program – Kenmore Club
- Crisis Stabilization: Mental Health and Substance Abuse Services for Adults
- Drug Court Treatment: Mental Health and Substance Abuse Services for Children, Adolescents and Adults
- Outpatient Treatment: Mental Health and Substance Abuse Services for Children, Adolescents and Adults

Services

RACSB provides the following services to the community:

- Case Management/Support Coordination
- Crisis Stabilization Services
- Day Support Services
- Early Intervention Services
- Emergency Services
- Inpatient Services
- Jail-Based Services
- Medically Managed Detoxification
- Outpatient Services
- Prevention Services
- Programs of Assertive Community Treatment (PACT)

- Residential Services
- Substance Abuse Services including priority for Pregnant and Parenting Women

Eligibility

Services are available without regard to race, age, religion, ethnic origin, sexual orientation, or income.

Services are available to residents of:

- City of Fredericksburg
- Caroline County
- King George County
- Spotsylvania County
- Stafford County

If we are not able to provide services, we will try to help you find services within the community.

Transportation

Public transportation may be available to most of our clinics and program sites. RACSB provides limited transportation, as needed, to some of its programs.

RACSB Staff

RACSB staff is professional and maintain a high level of conduct. Staff must have all licenses and certifications that are required for their positions. They must pass a criminal background check and a pre-employment drug screen. Staff performs only those jobs for which they are qualified by education and experience. Our staff come from different backgrounds and is committed to serving the community. Staff adhere to a strict Code of Ethics that is posted at each site owned and operated by RACSB, and reviewed annually.

RACSB Employee Code of Ethics

- Employees will not practice or condone any form of discrimination on the basis of race, color, gender, sexual orientation, age, ethnicity, religion, or mental or physical disability.
- Employees will not engage in any activity that is physically, emotionally, or verbally abusive towards individuals, their family members, or guardians.
- Employees will be aware of and avoid personal and professional circumstances that may cause a conflict of interest and hinder making judgments in the best interests of an individual, her/his family member(s), or guardians.
- Employees will not exploit relationships for personal, professional, or financial gain.
- Employees who have service-providing relationship with individual(s) will not engage in romantic or sexual associations with those individuals, their family members, or guardians.
- Employees will represent accurately their education, training, and experience and only provide services for which they have both the abilities and qualifications.
- Employees will forego any activity that might violate the legal and/or civil rights of the individuals, their family members, or guardians.
- Employees will not conduct, condone, or participate in unauthorized experimentation or research.
- Employees will provide more than one choice, if possible, when referring individuals for personal or professional services outside the RACSB.

- Employees will refrain from retribution against individuals or colleagues for reports made in good faith of alleged unethical, unprofessional or illegal activity.
- Employees will uphold the standards of any board or accrediting organization under which they are licensed and/or hold membership.
- Employees that are certified as Notary Publics may witness documents in accordance with applicable state laws. Staff may be asked to witness the signing of releases of information, agency orientation, program orientation, or other similar documents.

Please notify the RACSB Local Human Rights Advocate at 540-899-4616 with any suspected violation of these ethics.

Accessible Services

RACSB makes reasonable efforts to meet the needs of special populations. We provide interpreters, translators, and staff with specific training in culturally competent service delivery. We offer services in a different location if hours of operation or physical accessibility is an issue.

Making an Appointment

You can schedule an appointment at one of the clinics in the City of Fredericksburg or the Counties of Caroline, King George, Spotsylvania, and Stafford, or for Specialized Substance Abuse Services for Women by calling that clinic directly. Select “Option 2” to speak with the centralized intake office to schedule your appointment. The hours of operation and phone numbers for each of our facilities are located under the “Locations and Services” heading in this handbook (page 22).

Your First Appointment

At the time of your first appointment, you will meet with a RACSB staff member to determine:

- your ability to pay,
- whether third party billing can occur, and
- if you are eligible for financial assistance.

Please bring your insurance/Medicaid identification cards with you. If requesting financial assistance, please bring proof of income.

You will then meet with an intake worker who will gather background information from you and discuss services. You will either meet with a service provider during that first appointment or be given information about when you may be seen. You will also be told about our emergency services.

Walk-in intake appointments are available. Once your financial assessment is completed, you may come to the appropriate clinic during the walk-in appointment times to complete the initial assessment. Please call the central intake staff at 540-373-3223, Option 2, to discuss the walk-in times for each clinic.

You have the option of going to any provider outside of RACSB or to request other providers within RACSB. Please ask if you would like assistance in finding other providers, requesting another RACSB staff member, or additional resources.

Cost of Services

You will be charged for each service you receive. Payment is expected at the time of each visit unless other payment arrangements have been made. Payment schedules will be arranged for all other services that are not outpatient. If payment is not made according to your agreement, services may be discontinued.

If you have any questions about the cost of services, please call 540-373-3223 and ask to speak with a member of the reimbursement staff.

Cancellations

If you must cancel your appointment, please do so 48-hours in advance (excluding weekends and holidays). Failure to provide 48-hour advance notice of cancellation will result in a standard \$20 fee. If you miss appointments on a regular basis, you will not receive another appointment until you talk with the clinic coordinator where you receive services.

If you miss an appointment for medication management services, prescriptions will not be filled until you attend a medical walk-in clinic. The walk-in clinic is held each Friday at the Fredericksburg Clinic (600 Jackson Street, Fredericksburg, VA).

Individual Service/ Support Plans

The Individual Service/Support Plan (ISP) is developed by you and your service provider. Through the ISP, you and your clinician will set goals and strategies to meet your goals. This is your plan of care.

When you are ready for discharge or if you decide to stop services, please inform your service provider. Your treatment plan will be reviewed and options for the future will be discussed to help you develop a comprehensive discharge plan. If you are moving from the area and would like to continue with services somewhere else, your service provider will assist you in locating appropriate services in your new location. With your written permission, RACSB staff can talk to other service providers you may work with in the future.

Surrogate Decision-Makers

If you need help understanding information or making treatment decisions, you may choose someone to help you. If you cannot find someone, RACSB will help you. If you would like to give someone permission to make decisions for you in regard to RACSB services, you may do so. The person you assign is called an “authorized representative.” The authorized representative may be a family member, friend, or someone else you select.

If you would like to give someone permission to make decisions for you during a mental health crisis when you cannot make decisions for yourself, you may choose to have an advance directive to include psychiatric care. Wellness, Recovery, Action Plans (WRAP) may additionally document how you wish to be treated in the event of a mental health crisis. These documents assure that your choices for your mental health care are known to providers should you be unable to make those important decisions for yourself.

Contact your service provider for more information about advance directives or WRAP. Additional information can be obtained through RACSB’s Office of Consumer Affairs at 540-899-4616.

Emergency Services

Emergency Services are immediately available to persons who are having trouble in coping with their daily lives. To reach emergency service staff 24-hours a day, call:

- Fredericksburg, Spotsylvania and Stafford Counties. **540-373-6876**
- Caroline County **804-633-4148**
- King George County **540-775-5064**

Health and Safety

RACSB is a smoke-free campus. The use of tobacco products in any of our buildings or vehicles is prohibited.

Weapons are not allowed in any RACSB facility or property. Unauthorized possession of a weapon by any person within a RACSB facility or property will be grounds for denial of services.

RACSB is drug-free. The use of licit or illicit drugs in any program or property of RACSB is prohibited.

We conduct drills on a regular basis to test the quality of our emergency response. These drills include:

- bomb threats,
- fires,
- medical emergencies,
- natural disasters,
- power failures, and
- violent or other threatening situations.

If you are in any of our buildings during an emergency drill, you should leave the building using the main exit shown on the fire plan in each room. Each of our sites has an area away from the building designated for drills and emergency evacuations.

In the event of a power outage, emergency lighting and staff should be able to help you safely move through the building. If a power outage is extensive or lengthy, staff on duty may need to discontinue services temporarily.

In an actual emergency situation, you will be advised over the intercom or told by staff what is happening and how to proceed. Detailed Emergency Procedures are located at each of our sites. Please ask staff for additional information.

Infection Control Procedures

RACSB encourages good hand hygiene by washing with running water and soap or using a hand sanitizer especially after coughing or sneezing. We encourage you to cover your cough or sneeze with a tissue and to sneeze into your elbow. The use of standard precautions such as these will reduce the risk of the spread of flu viruses. If you have any flu-like symptoms we encourage you to follow up with your primary care physician for appropriate care and treatment.

Confidentiality

Your records are kept strictly confidential. Confidential information includes any information that providers know about you that can be directly associated with you. This includes written information, oral communications, and electronic information. All records are kept secure. We comply with the federal privacy law known as the Health Insurance Portability and Accountability Act (HIPAA). Please read our Privacy Notice at the back of this handbook for more information.

No one other than RACSB staff involved in your treatment can see your records without your written permission, known as a release of information. There are certain exceptions to this policy:

- emergencies,
- other appropriate employees,
- insurance companies for payment,
- legal requirements,
- for protection, if we believe you may be a threat to someone else or yourself,
- abuse or neglect,
- crime against a person or property of RACSB,
- local human rights committee,
- state licensing,

- accreditation, and
- fiscal audits and program evaluations.

For more information, please call RACSB's Office of Consumer Affairs at 540-899-4616.

Prescription Monitoring Program

RACSB values the appropriate use of controlled substances for legitimate medical purposes. Therefore, RACSB participates in the Virginia Department of Health Professionals Prescription Monitoring Program (PMP). This is a secure online system that allows licensed healthcare practitioners to review the Schedule II through IV prescription history of individuals served who are receiving controlled substances. Please refer questions regarding the Prescription Monitoring Program to your Psychiatrist or Psychiatric Nurse Practitioner.

Notice About Your Medical Records

If you are 18 years of age or older, and able to make decisions for yourself, the laws of Virginia require that medical records of individuals in community programs be kept for six (6) years after discharge (or date of last contact).

Your medical records must be kept at least six (6) years after you reach the age of 18, or six (6) years after discharge (or date of last contact), whichever comes later.

If a court determined that you cannot make decisions for yourself, your medical records must be kept at least six (6) years after a court determines that you can make your own decisions, or six (6) years after discharge (or date of last contact) whichever comes later.

Medical records must be kept at least six (6) years following the death of an individual

receiving services.

After the designated time period has passed, your medical records will be destroyed. This applies to both paper records and the Electronic Health Record (EHR).

Patient Portal

RACSB Patient Portal allows you online access to create a personal profile, view your appointments, and view your medications. You can schedule appointment reminders via text message and email.

You can request a personal identification number (PIN) from the front desk of any clinic. Visit www.rappahannockareacsb.org and click on myHealthPointe portal to access the patient portal. Use your PIN and follow the instructions to create your account.

Social Media Policy

RACSB establishes this policy in reference to the agency's (and affiliated programs) digital presence on social media sites.

Official RACSB social media presences include:

- Facebook
- Twitter
- Pinterest

The activity on RACSB social networks aim to promote our services, educate the community and create a conversation that enhances our mission.

It is important to remember that any information contained on RACSB social media profiles is not a substitute for professional advice. If you are in need of Emergency Services, please call our 24-hour Emergency Services staff: 540-373-6876 .

RACSB values maintaining personal and professional relationships, therefore RACSB discourages online relationships (i.e.: friending, following) between RACSB staff members and individuals served by the agency.

Mobile devices now offer location services. Please be aware of this feature and how information may be collected and used on social media presences.

If you have questions regarding the Social Media Policy, please contact RACSB's Public Information Office at publicinformation@racsb.state.va.us.

Feedback / Comments

We want to hear from **YOU!** If you have a suggestion or complaint, or would like to praise the staff or the services you receive, please share your opinion. Suggestion boxes are located at each clinic location. Please complete a card and place it in the box. Please include your name and telephone number if you would like to discuss your comments with a staff member.

You will be asked to complete Satisfaction Surveys annually and following discharge from a RACSB program. What you have to say is important to us! Please take the time to let us know how we are doing.

Rights

You have the right to be treated with dignity and respect.

INFORMATION ABOUT YOUR RIGHTS

Your rights are protected by:

- The United States Constitution,
- State Law, and

- The “Rules and Regulations to Assure the Rights of Individuals Receiving Services from Providers Licensed, Funded, or Operated by the Department of Behavioral Health and Developmental Services” (You, your family member, or another person you name, may receive a copy of this information from any RACSB employee or the Local Human Rights Advocate. The Advocate will help you if you have any questions.).

Your Advocate will help you assert your rights.
Your Advocate will help you:

- Understand the services you are receiving.
- Understand your rights and file a complaint when you think your rights have been violated.

If you have any questions about your rights, please contact your Advocate by calling **540-899-4616**, or by asking any employee to contact the Advocate on your behalf.

You will receive written information about the resolution of your complaint no later than 15 business days after you made your complaint.

SERVICES/TREATMENT

We believe you have the right to the best services available to meet your individual needs.

- RACSB provides services that are sensitive to each person’s age, gender, social preferences, cultural orientation, language, psychological characteristics, sexual orientation, physical situation, spiritual beliefs, and socioeconomic status.
- RACSB does not allow physical abuse, including sexual abuse and physical punishment.

- RACSB does not allow psychological abuse, including humiliating, threatening, and exploiting actions, including financial exploitation.
- RACSB works to make access and referral for guardians, self-help groups, and advocacy services easier. This agency works through local advocacy groups, such as:
 - National Alliance on Mental Illness - Rappahannock (NAMI-R);
 - The ARC of Virginia;
 - Mental Health America of Fredericksburg;
 - disAbility Resource Center;
 - and many others.

YOU HAVE THE RIGHT

- To be told about the services you receive;
- To state your preferences and give consent for services and treatment;
- To have your records kept confidential;
- To see your records and note any mistakes; and
- To an impartial review of your complaints. **There will be no retribution for filing a complaint.**
- To a choice of available staff to the extent possible; you can request a change at any time.
- To refuse service(s) if involuntary or crisis intervention services are not required.

IN RESIDENTIAL PROGRAMS, YOU HAVE THE RIGHT

- To be called by the name you prefer;
- To good and nutritious food;

- To a clean and comfortable environment;
- To send and receive mail;
- To apply for assistance for which you qualify;
- To receive help in exercising your rights; and
- To be protected from harm, abuse, neglect, and exploitation (including financial).

RACSB does not use seclusion or restraint in any of our programs.

EXERCISING YOUR RIGHTS

If you believe any of your rights have been violated, inform a staff member immediately. Any RACSB staff member can help you file a complaint. You can also call your Local Human Rights Advocate at **540-899-4616**. Or, call the Regional Human Rights Advocate at 804-382-3889.

KNOWLEDGE OF RIGHTS POLICY

I have read or have been informed of the Human Rights Policy of the RACSB. I understand that this means the following:

- If I believe my rights have been violated, I will attempt to resolve my concern by discussing it with my therapist, case manager, or appropriate staff member. If I prefer, I may contact RACSB Consumer Affairs/Local Human Rights Advocate directly at **540-899-4616**. This Advocate will help me file a complaint and assist me in resolving my complaint, up to the state level, if necessary.
- If I am not satisfied with the outcome, I may ask the Advocate to contact the Regional Advocate (804-489-8137) and request a hearing before the Local Human Rights Committee.

- If I want to further appeal the decision of the Local Human Rights Committee, I may request that the RACSB Advocate contact the Regional Advocate to schedule a hearing with the State Human Rights Committee.

Please indicate on your Agency Orientation Form that you have been informed of your rights. These rights will be reviewed with you on an annual basis.

Office of Consumer Affairs

The purpose of the RACSB Office of Consumer Affairs is to provide a central point of contact for individuals receiving services, family members, and guardians to bring forward ideas, issues, and concerns regarding the programs and services of the RACSB. In addition, the Office of Consumer Affairs provides opportunities to receive education, learn more about the agency, and work cooperatively with staff in identifying service needs. This office provides services without regard to race, age, religion, ethnic origin, sexual orientation, or income.

If you have questions or concerns regarding our services, please contact the Office of Consumer Affairs at 540-899-4616.

Voter Registration

RACSB is an official voter registration site. If you are not registered to vote where you reside and would like to apply, please read and indicate your decision on your Agency Orientation Form. An application will be given to you to complete if you choose to register. Staff will be happy to help you complete this form if you wish. If you do not check any boxes on the Agency Orientation Form, you will be considered to

have decided not to vote at this time. Applying to register to vote or declining to register to vote will not affect the assistance or services that you will be provided by this agency. If you decline to register to vote, this fact will remain confidential. If you do register to vote, the office where your application was submitted will keep it confidential, and it will be used only for voter registration purposes. If you would like help filling out the voter registration application form, we will help you. The decision whether to seek or accept help is yours. You may fill out the application form in private if you prefer. If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, you may file a complaint with: Secretary of the Virginia State Board of Elections Ninth Street Office Building, 200 North Ninth Street, Room 101, Richmond, VA 23219-3497; 804-786-6551.

Contract for Services

As an individual receiving services at RACSB, we ask that you read the following contract for services and indicate your agreement on the Agency Orientation Form. Please feel free to ask any questions regarding the contract.

In signing the Agency Orientation Form, I am stating that I have read and agreed to the following conditions regarding services to be provided to me by agencies of the RACSB.

1. I authorize treatment by agency staff.
2. I understand that if a health care worker is accidentally exposed to my blood or body fluids in a way which may transmit disease, my blood may be tested for Human Immunodeficiency Virus (HIV). HIV is the virus that causes Acquired Immune Deficiency Syndrome (AIDS). I further understand that the results of any such test will be shared with me and the exposed employee. (Code of Virginia, section 32.1 –45.1)
3. I authorize the collection of necessary administrative data regarding myself. I understand such data shall be computerized for statistical and billing purposes.
4. I understand that my personal information will be collected responsibly and maintained in a confidential clinical record. Any such records or information shall remain confidential except in the following situations:
 - A. Information required by third party payers will be forwarded to them.

- B. Records shall be open to RACSB staff as needed and to appropriate officials from the Virginia Department of Behavioral Health and Developmental Services.
- C. Information will be released, if required under a court issued subpoena or court order.
- D. My personal information may be exchanged if I sign a written release indicating the nature of the information to be released, what it will be used for, and to whom it will be released.
- E. Information which indicates a severe threat to the life or safety of another person or to self shall be forwarded to the threatened parties or appropriate agencies to the extent necessary to protect life or safety.
- F. Suspected abuse or neglect shall be reported to Protective Services as mandated by the Code of Virginia and Federal Law.
- G. State and Federal law prohibits the disclosure of any information identifying an individual as receiving alcohol or drug services unless:
- the individual consents in writing;
 - the disclosure is allowed by court order;
 - the disclosure is made to medical personnel in a medical emergency; or
 - for research, audit, or program evaluation.

For further information about substance abuse confidentiality, see 42 USC 290dd-3 and 42 USC 290ee-3 for Federal Laws; and 42 CFR Part 2 for Federal Regulations.

- H. Federal law does not protect any information about a crime committed by an individual either at the program or against any person who works for the program or about any threat to commit such a crime.
5. I understand that any personal information or records are available to me. If a physician feels information in the record is potentially harmful, I may not be able to see it. If the information in a record is provided by a third party, I may not be able to see it.
 6. I understand that all services will be provided without regard to gender, color, national origin, language, sexual orientation, religious preference, level of disability, or ability to pay.
 7. I agree to satisfy my financial contract with the RACSB. **In the absence of a financial contract, I agree that I am liable for the full cost of services.**
 8. I further understand that this agreement ends upon termination of treatment and satisfaction of financial obligations to the RACSB.

Locations and Services*

- **24-Hour Emergency Services**
Fredericksburg, Spotsylvania County
and Stafford County: 540-373-6876
Caroline County: 804-633-4148
King George County: 540-775-5064
- **Administrative Offices and Fredericksburg/
South Stafford Clinic:** 540-373-3223
Office Hours: Monday - Thursday,
8:00am - 7:00pm, Friday, 8:00am - 5:00pm.
- **Caroline County Clinic:** 804-633-9997
Office Hours: Monday - Thursday,
8:00am - 7:00pm. Closed on Friday.
- **King George County Clinic:** 540-775-9879
Office Hours: Monday - Thursday,
8:00am - 7:00pm. Closed on Friday.
- **Spotsylvania County Clinic:** 540-582-3980
Office Hours: Monday - Thursday,
8:00am - 7:00pm. Friday 8:00am - 5:00pm
Medication Management Services Only.
- **Stafford County Clinic:** 540-659-2725
Office Hours: Monday - Thursday,
8:00am - 7:00pm. Closed on Friday.
- **Alcohol and Drug Abuse Intensive
Outpatient Services for Women:**
540-373-3223
Office Hours: Monday - Thursday,
8:00am - 7:00pm, Friday, 8:00am - 5:00pm.
- **Virginia Veteran and Family Services,
Northwestern Health Planning Region I:**
540-373-3223, ext. 4399
- **Consumer Affairs Advocate:**
540-899-4616

* Hours subject to change without notice.

- **Case Management/Support Coordination Services:** Call the clinic in your area.
- **Mental Health Residential Services:** 540-899-4616
- **Mental Health Crisis Stabilization Program at The Sunshine Lady House for Mental Health Wellness & Recovery:** 540-374-3386
- **Program for Assertive Community Treatment (PACT):** 540-479-8577
- **Myers Drive Respite:** 540-899-4670
- **Intellectual Disability Residential Services:** 540-899-4358
- **Adult Developmental Day Program (Rappahannock Adult Activities):** 540-373-7643
- **Psychosocial Rehabilitation Program (Kenmore Club):** 540-373-7737
- **Parent Education-Infant Development Program (Early Intervention):** 540-372-3561 or 877-268-4169
- **Project LINK:** 540-891-3132
- **Healthy Families – Rappahannock Area:** 540-374-3366
- **Program for Teen Parents (Spotsylvania County):** 540-374-3337
- **DARE To Be You, Media Detective/Media Ready, Second Step, and Too Good for Drugs (Prevention Services):** 540-374-3337
- **Rappahannock Area Kids on the Block:** 540-373-3223, ext. 2325
- **Poison Control:** 1-800-222-1222

HIPAA Privacy Statement

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

PRIVACY NOTICE

This notice describes how your medical information may be used and disclosed and how you can get access to this information.

PLEASE REVIEW CAREFULLY

RACSB understands that the medical information about you and your health is personal. Protecting that information about you is important to us. We are required by law to maintain the privacy of protected health information and to provide you with a notice of our legal duties and privacy practices. We will release health information about you only as allowed or required by federal and state laws.

If, at any time, you believe your privacy rights have been violated, you may contact:

- **RACSB Office of Human Rights and Consumer Affairs 540-899-4616**
- Regional Advocate, Office of Human Rights, Virginia Department of Behavioral Health and Developmental Services
804-489-8137
- Office for Civil Rights, U.S. Department of Health and Human Services, 150 S. Independence Mall West, Suite 372, Public Ledger Building, Philadelphia, PA 19106-9111. Main Line: 215-861-4441
Hotline: 800-368-1019
FAX: 215-861-4431
TDD: 215-861-4440

This notice took effect on April 14, 2003 and stays in effect until replaced by another notice.

YOUR PRIVACY RIGHTS

The law gives you the right to:

- Review or get a copy of the health information RACSB has about you in most situations;
- Ask RACSB to change certain information, including health information, if you believe the information is wrong or incomplete. Most of the time, RACSB cannot change or delete information even if it is incorrect. However, the correct information will be added to the record with a note that new information replaces the old information. The old information must remain in the record. If RACSB denies your request to change information, you can have your written disagreement placed in you record;
- Ask for a list of times RACSB has disclosed health information about you;
- Ask RACSB to limit the use or release of health information about you more than the law requires. However, the law does not force RACSB to agree to do that;
- Tell RACSB where and how to send messages that include health information about you, if you think sending the information to your usual address could put you in danger. You must put this request in writing and you must be specific about where and how to contact you;
- Withdraw permission you have given RACSB to use or disclose information that identifies you, unless RACSB has already taken action based on your initial permission. You must withdraw your permission in writing.

HOW WE MAY USE OR DISCLOSE MEDICAL INFORMATION ABOUT YOU

Your signature or the signature of your legal guardian, on the Agency Orientation Form allows RACSB to disclose your health information for the following purposes.

FOR TREATMENT

RACSB may use medical information about you to provide you with needed medical treatment or services.

FOR PAYMENT

RACSB may use or disclose medical information about you so that the treatment and services you receive may be billed to and payment may be collected from you, an insurance company or third party. We may also need to disclose medical information about you to obtain prior authorization or determine whether your insurance will cover your services

FOR HEALTHCARE OPERATIONS

RACSB may use or disclose health information about you for healthcare operations such as:

- Conducting quality assessment and improvement activities;
- Reviewing the competence, qualifications, and performance of our service providers;
- Training our service providers and others;
- Conducting accreditation, certification, licensing, or credentialing activities;
- Providing medical review, legal services, or auditing functions; and
- Engaging in business management or the general administrative activities of the agency.

UNDER SPECIAL CIRCUMSTANCES

RACSB is required by federal and state laws in certain special circumstances to disclose specific health information about you regardless of consent or authorization. These circumstances include:

- Reports required for public health purposes for purposes of preventing or controlling disease, injury, or disability;
- Judicial and Administrative proceedings in response to an order or subpoena from the court;
- Law enforcement purposes such as the reporting of gun shot wounds; limited information requested about suspects, fugitives, material witnesses, missing persons; or criminal conduct on premises;
- Prevention of a serious threat to the health and safety of a person or the public;
- Reports of abuse, neglect, or exploitation of children or adults;
- As required by military command authorities for members of the armed forces;
- National security and intelligence activities;
- State Department for purposes of determining medical suitability for security clearance;
- Correctional Facilities to facilitate inmate care;
- Workers Compensation to determine validity and payment of a claim;
- Coroners and Medical Examiners for identification of a deceased person or to determine cause of death; and

- Department of Health and Human Services in connection with an investigation of RACSB for compliance with federal regulation.

ALL OTHER USES AND DISCLOSURE

We are required to obtain your specific authorization to use or disclose your protected health information for any reason other than treatment, payment, healthcare operations, and those specific circumstances previously outlined.

ACKNOWLEDGEMENT

Thank you to the RACSB Consumer and Family Advisory Committee for their contributions to this handbook.

Outpatient Clinic Locations

RACSB Administrative Offices & Fredericksburg Clinic

Ronald W. Branscome Building
600 Jackson Street
Fredericksburg, VA 22401
540-373-3223

RACSB Caroline County Clinic

Patricia K. Spaulding Building
19254 Rogers Clark Boulevard
Ruther Glen, VA 22546
804-633-9997

RACSB King George County Clinic

Marie O. Kunlo Building
8479 St. Anthony's Road
King George, VA 22485
540-775-9879

RACSB Spotsylvania County Clinic

Edith O. Fleming Building
7424 Brock Road
P.O. Box 277
Spotsylvania, VA 22553
540-582-3980

RACSB Stafford County Clinic

Charles A. Cooper Building
15 Hope Road
Stafford, VA 22554
540-659-2725

No one is denied services based on inability to pay.
Financial assistance is available.

RACSB complies with the Americans with Disabilities Act.
Equal access to programs, services and employment is
available to all persons.

Information current as of 7/2016 and subject to change without notice.