

# Clackamas Mental Health Center

## Services Guide

### **Clackamas MHC**

Clackamas County Behavioral Health Division  
11211 SE 82<sup>nd</sup> Avenue, Suite O, Happy Valley, OR 97086

**Main Office:** 503-722-6200

**Crisis and Support Line:** 503-655-8585

**Toll Free:** 1-888-414-1553

**Fax:** 503-722-6545

### **Hours of Operation:**

Monday – Friday: 9:00am- 7:00pm

Saturday and Sunday: Closed

Holidays: Call for hours



## Welcome to Clackamas MHC

Clackamas Mental Health Center (MHC) is an urgent mental health walk in clinic. It is run by the Clackamas County Behavioral Health Division (CCBHD). This guide tells you about our treatment programs. It will help you understand your rights and responsibilities. This guide tells you about resources that are available to support you. It also tells you about resources to support your family member's treatment at Clackamas MHC.

Clackamas MHC is an urgent walk-in clinic. It is for people in need of mental health support. Clinic services include:

- Counseling
- Medication evaluation
- Safety screenings
- Referral to other services
- Peer delivered services

Peer Support Specialists promote self-directed recovery without judgment or agenda. They build relationships based on connection, mutuality, and sharing lived experience. They also focus on how you can move towards goals that you and your peer have identified, together. There are so many paths to recovery. And recovery looks so different for everyone. We believe that all people can and do recover.

### Who We Serve

Everyone is welcome to use Clackamas MHC. Individuals are served at Clackamas MHC without regard to:

- Race
- Ethnicity
- Gender
- Gender identity
- Gender presentation
- Sexual orientation
- Creed
- National origin
- Age (except for very young children)
- Family status
- Marital status

- Source of income
- Disability

### **Who We Are**

Our skilled staff includes:

- Case Managers
- Trained mental health specialists.
- Medical professionals
- Peer support specialists

We work together to care for people in need and their families.

### **What We Do**

We provide urgent mental health services for individuals in need. Most people we see are looking for crisis stabilization services. We are designed to respond immediately to anyone who walks in the door. Our services include:

- Urgent Mental Health & Crisis Services
- Medication Evaluation
- Peer Support
- Resource Needs Assessment
- Safety Screening
- Safety Planning
- Referral to Other Services

## **Fees and Payments**

### **Health Insurance**

. We accept the Oregon Health Plan (CHP) and Medicare, but we will also see anyone with any or no health insurance coverage.

Your health insurance company will ask for your treatment information. They will do this if you want them to pay for your treatment. If you sign the Clackamas MHC Consent for Treatment and Services, we can bill your insurance company. We will give them treatment information for billing.

### **Sliding Fee Scale**

If you do not have the Oregon Health Plan or other medical insurance, you may qualify for a discount. You will be asked to tell us about your income at your first appointment. **NO PROOF OF INCOME IS REQUIRED.**

### **Changes to Your Health Insurance**

Please tell us immediately of any change to your health insurance coverage including the Oregon Health Plan and Healthy Kids.

### **Call Us**

If you have questions about services, records, or billing, please call us at 503-722-6200.

## **Accommodations**

Everyone has a right to know about and use Clackamas MHC programs and services. We provide free help.

Some examples of the free help Clackamas MHC can provide are:

- Sign language and spoken language interpreters.
- Written materials in other languages
- Braille
- Large Print
- Audio and other formats

Please tell us if you need any kind of special help. You can do this when you call for services or before your first appointment. We will make every effort to meet your needs.

## **Service Options, Risks, Benefits, and Expected Outcomes**

### **Service Options**

If you are having a mental health crisis, our services can help. We offer information and support so you can slowly stabilize your situation. Usually crisis counseling lasts from 2-6 weeks. Crisis counseling is not long-term therapy. Therapy focuses on a wide range of information and history. Crisis assessment and treatment focuses on what is happening now. This may include safety and immediate needs. Our services may also include psychiatric services. We may recommend you start, maintain, or change medications.

We do not provide all types of crisis counseling services (i.e. group or skills training). Community mental health providers can offer these services. Let us know if you are interested in these kinds of services. Your Clackamas MHC counselor or case manager can help you explore options.

### **Risks**

Counseling often involves talking about hard parts of your life. You may have uncomfortable feelings. It can be painful to approach thoughts and feelings you have tried not to think about

for a long time. Making changes in your behavior or thinking can be scary. It can be disruptive to the relationships you already have.

### **Benefits**

Crisis assessment and treatment can have many benefits. Working on your emotions or behaviors can lead to an understanding of what's causing the problem. It can help you create solutions to problems. This can help you prevent a similar crisis from happening again. Effective involvement in crisis assessment and treatment can reduce feelings of distress. It can also support hope. It can even help to create a better idea for your own future.

### **Expected Outcomes**

We expect that our crisis services will help you have less stress. We also expect they will help you identify your current needs. Our crisis services can help you identify strengths. They can help you improve your coping skills. Case management services can link you to other services in the community, such as health insurance or outside medical providers.

### Your Rights:

#### Respect

- You will be treated with dignity and respect by CCBHD staff.

#### Access services

- To give informed consent prior to the start of services (except in a medical emergency or otherwise permitted by law).
- Be treated in the same manner as any other individual seeking behavioral health services.
- You will get care that is right for your condition.
- You will get care that is approved for your condition.
- You will get behavioral health services in a timely manner equal to access available to any other individual seeking the same services.
- You will be notified in a timely way if we have to cancel your appointment.
- You can get help or “Protective Services” if you are being abused.
- You can get crisis care 24 hours a day, 7 days a week.

#### Information

- You will be given information about your rights and responsibilities.
- You will be given information about services and how to access them.
- You will be given information about behavioral health services covered or not covered by your health care plan.
- You can choose the services options covered by your health care plan that works for you.
- You can have services explained, including expected outcomes and possible risks.
- You can have free written material in a form you can understand.
- You can have us explain written materials to you.
- You can have a free interpreter in your preferred language, or if you are hearing impaired.
- You can have information about “The Declaration for Mental Health Treatment” and “Advance Directive” for health care decisions and what is involved in those processes.
- You will get written notice and hearing request information when your services are denied or changed.
- You will be informed before you receive a service not covered by your health care plan.
- You will get information about fees before a service.

- You will receive prior notice of transfer, unless circumstances necessitating transfer pose a threat to health and safety.

## **DIRECT YOUR CARE**

- We will give you our best effort to understand your condition.
- We will give you details about your condition.
- We will try our best to set up services that closely meet your needs.
- You can accept or decline services offered to you (except those required by court order).
- We will inform you of how your decision to accept or not accept a service could affect your health.
- We will not use the practice of “restraint” or “isolation” to punish you.
- We will not “restrain” or “isolate” you to make you do something you don’t want to do.
- You can get a second opinion about your diagnosis and treatment.
- You can receive medication specific to your diagnosed clinical needs, including medications used to treat opioid dependence.
- You may be referred to another provider if you need care we do not provide.
- You will be actively involved in making your plan for treatment.
- You will be involved in decisions about your care.
- You will be involved in making your child’s plan for treatment if you are a parent or guardian.
- You can have a copy of your treatment plan.
- You can have a friend, family member, or advocate with you at appointments.
- You can change your provider or treatment agency, with a good reason.
- You can choose whether or not you wish to take part in any new forms of treatment offered.

## **CONFIDENTIALITY**

- Your personal information will be kept private.
- What you say to your provider will be kept confidential unless required by law.
- You will have a record kept with information about your condition, services you received, and referrals that were made for you.
- Your records will be kept private and confidential according to the law.
- You can get a copy of your record unless it is restricted by law.
- You can ask to change or correct the information in your record.
- You can ask us to give information from your records to another provider.
- You can withdraw a release at any time.



## **EXERCISE YOUR RIGHTS**

- You have religious freedom, freedom from seclusion and restraint.
- You will be given information about our complaint process.
- You will not be punished in any way for making a complaint.
- You will not be punished for exercising your rights.
- You will not be punished for reporting any abuse or neglect by a service provider.
  
- You will not be discriminated against or restricted from services based on race, age, gender, ethnic or national origin, language spoken, disability, sexual orientation, political or religious beliefs, or marital status.
- You can make a complaint about Clackamas County Behavioral Health and will get a timely answer.
- You can appeal decisions resulting from a complaint.

## **YOUR RESPONSIBILITIES**

### **Respect**

- Treat your provider and CCBHD staff with respect.

### **Involvement**

- Be actively involved in creating your plan of care.
- Ask questions about anything you don't understand.
- Use information you have received to decide about your care before care is given.
- Follow plans of care you have agreed to.

### **Communication and Information**

- Keep appointments with your provider.
- Be on time for your appointments.
- Call ahead when you are going to be late or can't keep the appointment.
- Give your provider correct information about your behavioral health situation.
- Give accurate information for your record.
- Help your provider get previous behavioral health records.
- Notify us if your address, phone number, or living arrangements change.

### **Payment**

- Show your insurance card to CCBHD staff before you receive services.
- Tell your provider of any other insurance you might have.
- Tell your provider when there are any third-party resources that can pay for your services.
- Pay all fees when they are due.

**THESE RIGHTS AND RESPONSIBILITIES MAY ALSO BE REQUESTED IN ALTERNATIVE FORMATS, INCLUDING OTHER LANGUAGES, BRAILLE, LARGE PRINT, AND ELECTRONICALLY.**

### **Making a Mental Health Declaration**

The State of Oregon gives an individual the right to plan ahead for the kind of care they would like to receive during a mental health crisis. Using a State of Oregon form called a *Declaration for Mental Health Treatment*, you can make and record decisions now. Decisions about your future mental health care. This form allows you to describe the kind of care that you want to receive or not receive. You can name a person to speak for you regarding your wishes if you become unable to speak for yourself. You can provide additional information about your mental health treatment needs.

Clackamas MHC staff can help you complete a mental health *Declaration*. Please ask for a packet from us. Let us know if you would like help completing it.

### **Register to Vote**

Oregon residents are asked to complete a voter registration card if they are not already registered to vote. Please see the attached card at the back of this guide. You can fill it out and send it in to register. Clackamas MHC staff can also help you with this form.

