

# 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 Line:** 503-655-8585

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

**Fax:** 503-722-6545

**Beginning June 22, 2020, limited hours for on-site services:**

**Monday – Friday 10am to 5pm**

**Saturday: Closed**

**Sunday: Closed**



Clackamas 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 delivered services let people in need get support from others. Others who have had similar experiences. People who have made progress in their own recovery.

### **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:

- 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
- Mental Health First Aid Training
- Resource Needs Assessment
- Safety Screening
- Safety Planning
- Referral to Other Services

## Fees and Payments

### Health Insurance

We accept the Oregon Health Plan (OHP) and Medicare.

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 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

Clackamas MHC follows the rules of the Americans with Disabilities Act (ADA). Clackamas MHC will provide reasonable changes when asked. We make sure that everyone who needs services can get them.

- **Limited English Skills:** We have language services for people, who cannot speak, read, write, or understand English. Allowing people to communicate with their provider. Spanish speaking providers may be available in person or video translation services.
- **Hearing Impairment:** Clackamas MHC can use American Sign Language interpretation services. Allowing hearing impaired people to communicate with their provider.
- **Mobility Impairment:** All Clackamas MHC buildings are accessible. All parking lots have accessible parking spaces.

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 therapy services (i.e. group or skills training). Community mental health providers can offer these services. Let us know 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 and Responsibilities

### Your Rights:

1. Choose from available services and supports. Services are culturally competent. Services are given in the community. To get help with social support services from providers who understand your culture anywhere in the state of Oregon.
2. Services that don't interfere with your life. Services provide for the greatest degree of independence.
3. Choose a mental health provider. Request changes as needed
4. Get preventive medically appropriate services. Get emergency mental health care 24 hours a day, 7 days a week.
5. Give informed consent in writing before the start of services. Except in a medical emergency or as otherwise allowed by law. You can refuse services and be told the consequences of that decision. Unless those services were ordered by a court.
6. Make a declaration for mental health treatment, when legally an adult.
7. Get written materials about rights, responsibilities, and benefits. Get written directions about how to access services. Get written material about what to do in an emergency. Get these materials, and all other written materials explained in a way that you understand. To be told how your providers work together to provide your care.
8. Be told about covered and non-covered services. Get information on outcomes and risks of proposed services and supports. So you can make an informed decision.
9. Get services you need to diagnose you or your child's condition. Get information about those conditions.
10. To get the kind of care that you expect and deserve as approved by your provider(s). Have a stable team of providers who can help you with your care needs. Stay out of the hospital and get your mental health care in a comfortable place. You are also able to get a free second opinion.
11. Take part in the development of a written service plan. Get services consistent with that plan. Take part in periodic review of service and support needs. Get a written copy of the plan.
12. Talk to a provider and expect that what you say will be kept private. You can also trust that the information in your medical record will be kept private. Except when the law requires otherwise.
13. Have a health record that includes your conditions, services received, and any referrals made for services. You can inspect that record. You can also have the record transferred to another provider. Ask to have your medical record corrected if information is wrong.
14. Get information about how your health information may be used and shared. If it is shared, you can get a report explaining why and how.
15. Give your permission for the release of your clinical information to those you choose to share with.
16. Receive notice that your appointment is cancelled in a timely manner.
17. For youth under age 18 to have equal access to services and facilities consistent with obligations under ORS 417.270. Children can use all of the rights set forth in ORS 109.610 through 109.697. Children in Oregon DHS Child Protective services can use all of the rights set forth in ORS 426.385.

18. Be told of the policies and procedures of the agency providing services. Be told about service agreements and fees for services. Have a custodial parent, guardian, or representative help with understanding any information presented.
19. Have friends, family members (including parents of minors receiving services), or advocates with you during appointments. They can be with you at other times as needed (and as appropriate). They can be with you during service planning and delivery.
20. Get free interpreter/translation services and staff who speak the same language as you. To get information in a way that is easy for you to understand. Including other languages, Braille, large print, or electronically. If you have Medicare because of a disability, we will give you benefit information in the way that is best for you.
21. Be informed about your rights at the start of services, and periodically thereafter. You can use all of your rights described in this rule without any form of punishment.
22. Be treated with dignity and respect. Be free from discrimination in getting benefits and services. To have religious freedom. You have the right to get treatment in the same way as other people seeking treatment and using other insurance benefits. Not take part in experimental treatments. Get medicine specific to your needs.
23. Be free from abuse or neglect. Have the right to report any abuse or neglect by a service provider without being subject to retaliation.
24. Be free from seclusion and restraint. Except as noted in the Oregon Administrative Rule.
25. File complaints and grievances. Get a response to them. You can appeal decisions resulting from a grievance.
26. To sign advance directive forms. Such as a living will or power of attorney. These forms explain the care you want or don't want if you cannot make decisions for yourself about your:
  - Medical care
  - Surgical care
  - Substance use care
  - Behavioral health care
  -
27. To get information about your rights and responsibilities. You can also give suggestions about the rights and responsibilities policy. You can ask your provider about your rights. If you think your rights are being denied, you can contact one of the following, as appropriate to your situation:

<b>Clackamas County Behavioral Health Division</b>	Attn: Quality Assurance Coordinator 2051 Kaen Road, Ste. 154, Oregon City, OR 97045 (503) 742-5335
<b>Deputy Director, Addictions and Mental Health Division, Oregon Health Authority</b>	500 Summer St. NE E86, Salem, OR 97301
<b>Health Share of Oregon</b>	2121 SW Broadway, Portland, OR 97201 (503) 416-8090 or 1-888-519-3845 TTY/TDD 711 <a href="http://www.healthshareoregon.org">www.healthshareoregon.org</a>

<b>CareOregon</b>	315 SW 5 <sup>th</sup> Avenue Portland, OR 97204 (503) 416-4100 or 1-800-224-4840 www.careoregon.org
<b>Trillium Community Health LLC</b>	1800 Millrace Drive Eugene, OR 97 (541) 431-1950 www.trilliumohp.com
<b>Disability Rights Oregon</b>	511 SW Broadway, Suite 200, Portland, OR 97205 (503)243-2081 or 1-800-452-1694 <a href="http://www.droregon.org/">http://www.droregon.org/</a>

### Your Responsibilities:

1. Help your provider get your past mental health records or fill out new forms.
2. Honestly share concerns about your mental health needs. Give accurate information to your provider(s).
3. Ask questions about things that are not clear. Including diagnosed condition(s) and treatment(s).
4. Help develop a service plan with your provider. You can also allow a friend or family member to do it for you. You can approve the plan before it starts, and follow the agreed upon plan.
5. Use information from providers to make good decisions about your treatment before it starts.
6. Treat provider(s) staff with respect.
7. Keep appointments and be on time. Call provider when you are late or can't keep the appointment.
8. Tell your providers that about if you have health insurance before you start services.
9. Bring any active insurance ID card(s) whenever care is needed. Tell your provider of any other insurance you have.
10. Tell your provider when there are any third party resources that can pay for your services.
11. Pay for any treatments or services that are not covered. You can find more information at OAR 410-120-1200 and OAR 410-120-1280.
12. Tell your provider if you change your:
  - Address
  - Phone number
  - Family make-up
  - Living arrangements



## Problems, Complaints, Grievances & Appeals

Please talk to your mental health provider or provider organization about concerns you have about your services. Usually most problems and misunderstandings can be solved quickly by talking with your provider. If you are not happy with the answer you get from your provider, you can file a grievance with us. A grievance is a formal way to tell us that you are concerned about or unhappy with your services or your mental health provider. Your satisfaction with your services is important to us. We want to know how we can make things better. You can find our grievance policy and form on our website or in our clinic.

## 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 *Declaration for Mental Health Treatment*. Click on the icon below to access the form, access it on our website, or when you are in our clinic. Let us know if you would like help completing it.

[Declaration for Mental Health Treatment](#)

## Register to Vote

Oregon residents are asked to complete a voter registration card if they are not already registered to vote. Click the icon below register to vote at the Oregon Secretary of State's website.

