



Consumer Orientation 2012

**Corporate Headquarters:
402 Southwest Greenville Blvd
Greenville, NC 27834**

Site Locations:

**949 Highway 41 East
Trenton, NC 28585**

**811 Hardy Road
Kinston, NC 28504**

**Hours of Operation
Monday - Friday
9:00am -5:00pm**

WELCOME

Welcome to NeoGenesis, LLC where we are “Changing the World One Family at a Time”! NeoGenesis, LLC is a private mental health agency servicing Pitt and surrounding counties. We pride ourselves on helping at risk youth and person’s suffereing from substance abuse turn their lives around. NeoGenesis, LLC is a small business with a professional atmosphere. We are excited that you have chosen to join us in our quest to improve families and communities. The following pages outline what you can expect of us and what will be expecting of you during your stay with us. If at any time you have a question about any of our policies and procedures please feel free to ask any administrator.

Thank You for joining the NeoGenesis, LLC!

STATEMENT OF PHILOSOPHY

The goal of the NeoGenesis Professional is to help consumers attain their goals of becoming as independent, functional, and productive as possible. NeoGenesis uses a person-centered approach to goal setting and achievement. This means that every consumer has an active voice in their treatment. We take this approach because it is the consumer who best knows what they want to achieve and what motivates them to accomplish their goals.

It is the job of our Professionals to assist consumers in achieving their goals by ensuring that needed services, support, skills training, community education, and resources are available to them. Our mission is to assist people in working toward and successfully achieving their life goals as they learn to effectively and responsibly manage their mental health and substance abuse treatment needs. We strive to accomplish this by providing quality treatment services using a person-centered approach. Our values include knowledge and learning, independence, responsibility, kindness and compassion.

SCOPE

NeoGenesis, LLC is an agency for children, adolescents and adults that provide intensive treatment and interventions with a therapeutic approach. NeoGenesis, LLC serves children, adolescents, and adults who have a primary diagnosis of mental illness emotional disturbances or substance related disorders and may also have co-occurring disorders including developmental disabilities and who do not meet the criteria for inpatient services; requiring counseling in the home to and or community based setting in order to facilitate effective treatment. NeoGenesis, LLC treatment is based on assisting the client in regaining self control, communication, social and recreational skills and assisting the client on gaining skills necessary for solely functioning in the environment by coordinating with individuals within the clients system of care. NeoGenesis, LLC focuses on providing an organization of individualized supervision and composition of daily living activities in order to reduce the occurrence and progression of dysfunctional behaviors. NeoGenesis, LLC ensures safety from client behaviors by the use of frequent crisis management with and without physical restraint. NeoGenesis, will ensure the protection of our clients' rights in each public and private facility that provides mental health, developmental and substance abuse services, with the exception of a state operated facility.

The etymology of NeoGenesis:

Neo:

New and different; just found, discovered, or learned: different from the former or older self: changed for the better; rejuvenated: having been made or come into being only a short time ago; recent:

***Genesis:* beginning, origin**

NeoGenesis, LLC offers:

- **A new beginning for the individuals and families we serve**
- **Assistance with individuals trying to find or discover new ways to deal with old issues**
- **Empowerment for individuals and families that want to begin to love and care for themselves and others**
- **Change for the better; Rejuvenation of the spirit**
- **The opportunity to begin again without the stigmas and hardships of your past**

Critical Behavioral Health Agency (CABHA)

NeoGenesis, LLC is a critical behavioral health agency in the state of North Carolina which allows our agency to provide comprehensive care and a continuum of care for those we serve. We can provide essential services such as Medication Management, Outpatient Therapy, and conduct comprehensive clinical assessments.

ADMISSION PROCESS

NeoGenesis accepts referrals from the local LME, area agencies, walk-ins, and we refer consumers we are unable to service based on their need to the LME which is accessed by the number **1-800-913-6109**. Initial requests for services are referred to a NeoGenesis qualified professional assigned for this purpose. After regular working hours when the agency is closed, requests for services are managed by the on call staff.

Admission for specific services rendered at NeoGenesis will depend on the Admission criteria designated by the Dept of Health and Human Services. All specific admission criteria can be found under the program description.

In case of an emergency our after hour crisis staff personnel can be reached at 252-341-0012.

SERVICES OFFERED: COMMUNITY SUPPORT TEAM

Community Support Team (CST) services consist of mental health and substance abuse services and supports necessary to assist adults (age 18 and older) in achieving recovery goals. This is an intensive community service that provides treatment and interventions to:

- Assist individuals to gain access to necessary services
- Reduce psychiatric and addiction symptoms
- Develop optimal community living skills.

The CST provider assumes the roles of advocate, broker, coordinator, and monitor of the service delivery system on behalf of the recipient. The Community Support Team Professional provides coordination of movement across levels of care, directly to the person and their family, and coordinates discharge planning. They are responsible for community re-entry following hospitalization, residential services and other levels of care.

It is the goal of the NeoGenesis professional to treat all consumers and their families with dignity and respect as we embark our consumers on a journey to self-actualization, rehabilitation, and New Beginnings.

Clients can be discharged by any of the following:

- A. Recipient has achieved positive life outcomes that support stable and ongoing recovery
- B. Recipient is not making progress or is regressing and all realistic treatment options have been exhausted indicating a need for need for more intensive services.
- C. Recipient/family no longer wishes to receive Community Support services.
- D. Recipient has achieved one (1) year of abstinence from substances.
- E. Any denial, reduction, suspension or termination of service requires notification to the recipient and/or legal guardian about their appeals rights.

SERVICES OFFERED: DAY TREATMENT

Day Treatment includes a structured treatment service program that builds on the strengths and addresses the identified functional problems associated with the complex conditions of each individual child or adolescent and family. It is available for children 5 to 17 years of age (20 or younger for those who are eligible for Medicaid services).

SERVICES OFFERED: INTENSIVE IN-HOME

The Intensive In-home program at NeoGenesis, LLC supports consumers and their families and encourages them to address their life challenges. The goal of the program is to improve family functioning to ensure children living with a mental health disorder will receive appropriate care and try to keep the family safely intact.

The intensive, home-based services of the Intensive In-Home Program are individualized to each consumer and family's needs. Our Licensed and professional workers carry small caseloads in order to meet regularly and often with each family.

Services may include the following:

- Providing supportive counseling and crisis intervention
- Increase the strength and stability of families (including adoptive, foster, and extended families)
- Increase parents' confidence and competence in their parenting abilities in order to successfully nurture their child that has a mental health disorder
- Afford children and youth a stable and supportive family environment
- Enhance child development
- Enable families to use other resources and opportunities available in the community
- Create supportive networks to enhance child-rearing abilities and help compensate for the increased social isolation and vulnerability of families
- Work with caregivers in the implementation of home-based behavioral supports. Services may include crisis management, intensive case management, individual and/or family therapy, substance abuse intervention, skills training, and other rehabilitative supports to prevent the need for an out-of-home, more restrictive services.

At NeoGenesis, Intensive In-home services are individually designed for each family, in full partnership with the family, to minimize intrusion and maximize independence. Services are generally more intensive at the beginning of treatment and decrease over time as the youth and family's coping skills develop. A minimum of twelve (12) contacts must occur within the first month. One contact will equal all visits occurring in a 24 (twenty-four) hour period of time starting at 7a.m. For the second and third months of Intensive In-Home services, an average of six (6) contacts per month must occur. It is the expectation that service frequency will be titrated over the last two (2) months.

SUBSTANCE ABUSE INTENSIVE OUTPATIENT PROGRAM

Substance Abuse Intensive Outpatient Program (SAIOP) means structured individual and group addiction activities and services that are provided at an outpatient program designed to assist adult and adolescent consumers to begin recovery and learn skills for recovery maintenance. This program is offered at least 3 hours a day, at least three days a week, with no more than 2 consecutive days between offered services.

The recipient must be in attendance for a minimum of 3 hours a day. This program is expected to last 3-5 months with weekly care options available that meet the minimum requirements above.

SUBSTANCE ABUSE COMPREHENSIVE OUTPATIENT TREATMENT (SACOT)

The NeoGenesis SACOT Program is a service emphasizing reduction in use and abuse of substances and/or continues abstinence, the negative consequences of substance abuse, development of social support network and necessary lifestyle changes, educational skills, vocational skill leading to work activity by reducing substance abuse as a barrier to employment, social and interpersonal skills, improved and maintenance program.

PSYCHOSOCIAL REHABILITATION

The NeoGenesis Psychosocial Rehabilitation (PSR) service is designed to help adults with psychiatric disabilities increase their functioning so that they can be successful and satisfied in the environments of their choice with the least amount of ongoing professional intervention. The service is based on the principles of recovery, including equipping consumers with social skills, emphasizing self-determination and employment, and independently using natural and community support.

OUTPATIENT SERVICES

Outpatient Treatment Services are one-to-one, family or group counseling designed to help people use their own personal and social strengths in order to lead more satisfying and fulfilling lives.

MEDICATION MANAGEMENT

Medication Management (MM) encompasses those processes, through which medicines are selected, prescribed, and reviewed by the Medical staff at NeoGenesis, LLC. Medication Management involves providing and then reviewing medications for their side effects and observing and encouraging people to take their medications as prescribed.

PERSON CENTERED PLANNING

What is person-centered planning?

The process used to design your individual plan of supports; service(s) or treatment is called person-centered planning (PCP) and includes the following important points:

1. Your planning meeting occurs at a time and place that is convenient for you.
2. You can invite the people you want to your meeting.
3. You get the information you need and ask for from the people at your meeting.
4. The people at your meeting listen to you and respect your opinions and wishes.
5. The people at your meeting work together so you can be more independent and more involved in your community.
6. Consider the team's suggestions if you do not agree with the plan.
7. You are satisfied with the final plan.
8. You sign and receive a copy of the plan.

COGNITIVE BEHAVIOR THERAPY (CBT)

Cognitive behavior therapy is one of the few forms of psychotherapy that has been scientifically tested and found to be effective in hundreds of clinical trials for many different disorders. In contrast to other forms of psychotherapy, cognitive therapy is usually more focused on the present, more time-limited, and more problem-solving oriented. In addition, patients learn specific skills that they can use for the rest of their lives. These skills involve identifying distorted thinking, modifying beliefs, relating to others in different ways, and changing behaviors.

What is the theory behind cognitive behavior therapy?

Cognitive behavior therapy is based on the cognitive model: the way we perceive situations influences how we feel emotionally. For example, one person reading this website might think, "Wow! This sounds good; it's just what I've always been looking for!" and feels happy. Another person reading this information might think, "Well, this sounds good but I don't think I can do it." This person feels sad and discouraged. So it is not a situation that directly affects how people feel emotionally, but rather, their thoughts in that situation. When people are in distress, they often do not think clearly and their thoughts are distorted in some way. Cognitive behavior therapy helps people identify their distressing thoughts and evaluate how realistic the thoughts are. Then they learn to change their distorted thinking. When they think more realistically, they feel better. The emphasis is also consistently on solving problems and initiating behavioral change.

REFERENCE FROM THE BECK INSITUTE @ WWW.BECKINSITUTE.ORG

ASSESSMENTS

The Qualified professional shall screen every individual seeking service at NeoGenesis prior to the start of services and within 24 hours after referral to NeoGenesis. The screening shall establish the need for care. Staff shall make recommendation for alternative placement when the applicant cannot be served by NeoGenesis.

If the consumer is eligible for services as found by the screening Qualified Professional, they will be referred to:

1. A licensed professional to complete a Comprehensive Clinical Assessment
2. A team of licensed professional to complete a Diagnostic Assessment
3. An agency offering Case Management Services

Clinical and Diagnostic Assessment time-frames may vary depending on the availability of the clinician to gather all of the necessary information to complete the assessment.

The Admission Assessment will be completed prior to the start of services and within 24 hours after referral to NeoGenesis. The Qualified Professional is allotted 2 hrs to perform the initial screening and assessment. Actual screening times will vary based on the disposition of the consumer.

Details of the comprehensive clinical assessment or any other approved Mental Health assessments can be found in the Policy & Procedures Manual, Chapter 1 Operation and Management section: Governing Body under subtitle, Assessment of Presenting Problem.

Qualifications of the Licensed & Qualified Professional can be found in the Policy & Procedure Manual

ACCOMODATIONS

NeoGenesis is a public provider of services for people with serious mental illness and substance abuse. We are a for-profit agency, governed by a CEO and host of managers. Our services are available to residents of the Eastpointe catchment area and surrounding counties who have Medicaid, Medicare, private insurance, or are uninsured and eligible for services as defined by the North Carolina Division of Medical Assistance and the NC MH/DD/SA Services.

We follow requirements of the Americans with Disabilities Act (ADA), and provide reasonable accommodations when requested to assure that everyone who needs (and is eligible for) services is able to access them.

Limited English Proficiency: NeoGenesis will assist in securing interpretation services for individuals who are limited in their ability to speak, read, write, or understand the English language at a level that permits them to interact effectively with the provider.

Hearing Impairment: NeoGenesis will assist in securing American Sign Language interpretation services for individuals who are hearing impaired at a level that permits them to interact effectively with the provider.

Mobility Impairment: All NeoGenesis buildings are handicapped accessible. If you require a particular kind of assistance, please notify us when you call for services or arrive for your first appointment.

CONSUMER SATISFACTION

NeoGenesis, LLC wants to be sure it is offering the best behavioral health services possible.

Opportunities to Participate

One way to measure how well we're doing is by asking you! Only you can let us know what is, or is not, working. We invite you to take part in planning our services.

You can do this in many ways:

- Tell us what you think during your Individualized Service Planning meeting;
- Learn about, or take part in the local community mental health resources.

Opportunities to Provide Information

One of the ways NeoGenesis assures it is doing a good job is by getting information from the people who use our services. This is done in several ways and gives you many chances to talk with us.

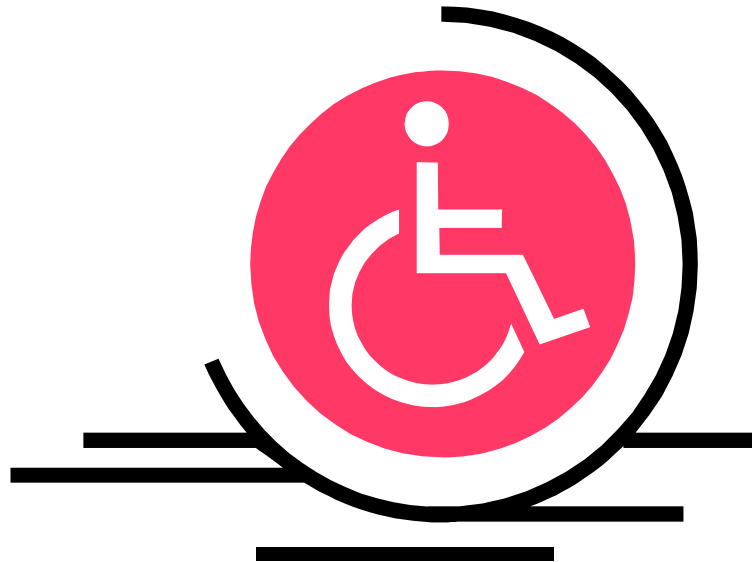
- Satisfaction Surveys are will be conducted at least annually to assess the needs and the satisfaction of our persons served. The survey is done for each service provided.
- Staff members attend health and career fairs and other events in the community. This offers opportunities for people to ask questions, pick up brochures, and talk personally with people about their behavioral health concerns.
- Community groups who are interested in having a presentation about mental health or related areas can request this from the Director at any NeoGenesis site.

If You...

- Have a suggestion to improve services
- Want to become more involved in our efforts to improve quality
- Would like to request information
- Are dissatisfied with services that DO NOT involve Clients Rights

Please call, the Operation Director of the Corporate Site at 252-355-9151

CLIENT RIGHTS



**You always have the right to ask questions and
get the information you need to make the best
decision for you.**

CLIENT'S RIGHTS

It's your right to:

- A. To dignity, privacy, humane care, and freedom from corporal punishment, mental and physical abuse, neglect and exploitation.
- B. To live normally as possible while receiving care and treatment.
- C. To receive age-appropriate treatment, access to medical care and habilitation, and the right to an individualized written program plan within 30 days of admission to maximize their development.
- D. To be informed in advance of the potential risks and alleged benefits of treatment and program options.
- E. To be free from unnecessary or excessive medication. Medication will not be used for punishment, discipline, or staff convenience.
- F. To consent to or refuse treatment offered, including behavior management plans; except in certain emergency situations.
- G. To request notification after occurrence of any or specified interventions.
- H. To be informed of emergency procedures.
- I. To exercise all civil rights – to dispose of property, execute instruments, make purchases, enter into contractual relationships, register and vote, bring civil actions, marry and divorce – unless they have been adjudicated incompetent.
- J. To certain safeguards and carefully controlled circumstances when interventions are used.
- K. To social integration, self-governance, and treatment in the least restrictive, most appropriate environment.
- L. To be free from physical restraint and isolation time-out except when there is imminent danger of abuse or injury to the client or others, when substantial property damage is occurring, or when it is a necessary part of the treatment/habilitation plan.
- M. To have their personal and service record and all other consumer information kept strictly confidential and not disclosed without the consent of the consumer or his/her legally responsible person, except under the following circumstances:
 - a. If required by the consumer's next of kin or a family member who has a legitimate role in the therapeutic services offered, or other person designated by the consumer or his/her legally responsible person, the professional responsible for the consumer's treatment can provide his/her next of kin or family member or other person designated by the client, notification of the consumer's admission to a facility, transfer to another facility, decision to leave a facility against medical advice discharge from a facility, and referrals and appointment information for the consumer's treatment after discharge.
 - b. The consumer or his/her legally responsible person are permitted access to his/her confidential information'
 - c. Appropriate individuals may be notified in the event of a client runs away from a 24-hour facility and they may be notified of a consumer's return;

CLIENT'S RIGHTS

- d. A court of competent jurisdiction issues an order compelling disclosure;
- e. For purposes of filing a petition for involuntary commitment.
- f. For purposes of filing a petition for adjudication of incompetence and appointment of an interim or legal guardian;
- g. If a consumer is under age 18, once she/he has been released from the program and reaches adulthood, she/he requests that the court remove his/her records from their files;
- h. A responsible professionally may exchange confidential information with a physician or other health care provider who is providing the client with emergency medical services. Disclosure is limited to that information necessary to meet with the emergency as determined by the responsible professional.
- i. A responsible professional may exchange confidential information with a physician or other healthcare provider who is providing the client with emergency medical services. Disclosure is limited to that information necessary to meet the emergency as determined by the professional.
- j. When there is written agreement, confidential information may be shared with providers of support services;
- k. Confidential information may be disclosed to state and federal agencies to obtain financial benefits for the client. This information will be limited to that necessary to establish benefits;
- l. Employees, students, consultants, or volunteers within residence who are involved in care, treatment, or habilitation for the purpose of carrying out their service responsibilities to clients may have access to confidential information;
- m. The residence is required to furnish the clients' attorney, the attorney representing the State and the court with certified copies of written results of examinations by physicians and copies of the consumer's records if she/he is voluntarily admitted or involuntarily committed and facing district court hearings. Only relevant information will be disclosed and the court with jurisdiction over the matter will determine which information is pertinent.
- n. A residence may disclose information to an attorney who represents either the facility or an employee of a facility. If such information is relevant to litigation, to the operations of a facility, or to the provision of services by the facility. An employee may discuss confidential information with his/her attorney of the attorney representing the facility in which she/he is employed.
- o. If a consumer is also involved with the Department of Correction, confidential information may be disclosed to them should the department determine that she/he is in need of treatment for mental illness, developmental disability or substance abuse. The consumer's consent will not be required for this information to be furnished, even if the consumer objects to its disclosure. This information is restricted from further disclosure.
- p. To medical care; however, his/her insurance may be billed for medical care beyond regular service.

CLIENT'S RESPONSIBILITIES

Client agrees to meet the following guidelines for successful completion of treatment.

- a. After intake all clients will attend all sessions with their assigned staff member who will then set up the treatment schedule.
- b. It is required that you arrive on time for all group and individual sessions.
- c. Failure to meet scheduled appointments will be defined as non-compliance.
- d. Participation in any illegal or suspicious activity or acting out, or defacing NeoGenesis, LLC property, will not be tolerated. Any threat or act of violence directed toward staff, other clients, or visitor to the clinic is grounds for immediate dismissal from the program. Any individual dismissed under these circumstances will be barred from reentry for one (1) year and must have approval from the staff and Executive Director.
- e. Selling, giving away, or using drugs on NeoGenesis, LLC premises will be defined as non-compliance and will result in an immediate discharge.
- f. Stealing from NeoGenesis, LLC its staff, or other clients will result in an immediate discharge.
- g. Known or suspected abuse or neglect will be reported immediately.
- h. Spouses, family members or significant others will be permitted to participate in your treatment with your expressed permission and consent.
- i. You are encouraged to discuss with you assigned counselor sexual and/or physical abuse, with expectation of a referral to the most appropriate provide for assistance.
- j. You will be expected to dress appropriately whenever entering NeoGenesis, LLC
- k. NeoGenesis, LLC is not responsible for loss or theft of any personal property.
- l. You will be expected to honor the Federal Confidentiality Law.

COMPLAINT / GRIEVANCES

All clients have the right to express their thoughts and feelings about the treatment services they receive through the grievance procedure. The program will maintain a procedure to assure that the clients and their legally responsible persons will be informed of the grievance procedures, including the individual to contact and a description of the assistance the client will be provided. Grievances may be filed on behalf of a client by: The client, the client's legally responsible person, any other adult, including an employee of this facility, who has been designated by the client and given written consent to bring grievance on his behalf.

- A. Grievances being made by the client should be made first to the staff person with whom the client has disagreement. It is expected that, in making this grievance, the client will practice all of the behaviors related to positive social skills, and will not be verbally aggressive or abusive toward the staff member.
- B. If the client is not satisfied with the response from the staff member, the client should submit a formal grievance in writing, on the "Grievance Report Form" to the administrative secretary, and should include, at the minimum, the following information:
 - 1. A description of the grievance
 - 2. The parties involved
 - 3. Date and time that the grievance is filed
 - 4. Assistance will be provided in preparing this grievance report, if requested
 - 5. Complaints will not result in retaliation or barriers to services or reprimand for staff.
- C. The Director will respond to the grievance within 48 hours of its receipt
- D. If the client is not satisfied with response from the Director, the Director will forward the grievance to the Owner or designee. The Owner designee will respond to the grievance within 72 hours of its receipt.
- E. If not satisfied with the response from NeoGenesis, LLC officials, Eastpointe LME (1-800-513-4002) will be happy to answer all questions and address your concerns.

APPEAL FOR DENIALS

APPEAL PROCEDURES

To freely file an appeal:

Before anyone can change your service or deny your request for a service, you will receive a notice explaining your rights. You have a right to appeal any changes to the services you already receive or any services you and your service provider have requested to receive. The way you appeal the changes depends on how your services are funded:

- If Medicaid pays for your services, you may appeal the changes through the Division of Medical Assistance. Follow the directions in the written letter for your federal rights. If you appeal the decision by the deadline in the letter, your services will continue during the appeal.
- If your services are paid for by state funds (sometimes called IPRS funds), you may appeal the decision to the LME. If you still are unsatisfied with what the LME decides, you may appeal to the state DMH/DD/SAS to review the decision. Your services may or may not continue while you are appealing this decision.
- If your private insurance company pays for your services you can appeal their decision through your insurance company.

**** If you are unsure how to appeal changes to your services or if you have questions about appeals, contact the **Eastpointe LME** customer service office at **1-800-513-4002** or contact the Advocacy & Customer Service Section at DMH/DD/SAS at (919) 715-3197. For all appeals, call the number on your appeal notice.****

CONFIDENTIALITY AND PRIVACY NOTICE

THE HIPAA ACT NOTICE

This notice tells all consumers how and why we collect personal information about consumers, how we handle it and with whom we share it. We respect the privacy of personal information and maintain it securely. This notice applies to information regarding all current and former consumers.

Why we collect personal information:

- To determine eligibility for services
- To transmit information to Medicaid billing
- To provide aggregate data reports to state and local LME officials
- To requests for accommodation under the ADA
- To comply with HIPPA and similar state laws.

Personal Information we collect from consumers:

We ask people seeking services to provide certain information when they begin services. This information includes but not limited to:

- Name, address and phone number
- Social Security Number
- Birth Date
- Medicaid Number
- Information regarding current illnesses, injuries or disabilities
- Consent to release all information, including physical exam and previous mental health diagnosis.

How we protect personal information:

Consumer's personal medical information is maintained in accordance with HIPAA, OSHA and/or any other state or federal law to protect the privacy of such information.

If you want more information on HIPAA as it applies to your personal information, please contact NeoGenesis, LLC.

CONSENT

If I consent to disclose my information, how will the information be used?

Following are examples of the types of uses and disclosures of your Protected Health Information that NeoGeneses is permitted to make once you have signed our consent form. These examples are not meant to be exhaustive, but to describe the types of uses and disclosures we may make.

Treatment: With your consent, we can share information about your health with other treatment specialists so that you can receive the most appropriate treatment. For example, your clinician or case manager could share with your treating physician that you are depressed. The physician could then prescribe medication to help you feel better.

Payment: With your consent, we may use or share information about when and for what purpose you was seen, so that we can be paid for treating you. For example, we could send a form to your insurance company stating when and for what condition you received treatment from us. They can then send us money to help cover the costs of treating you. For example, we will enroll you in the CMS system to process any claims and determine if you are eligible for public funding to pay for your services.

Operations: With your consent, we may use or disclose, as needed, your protected health information in order to support the business activities of the agency. Those activities include, but are not limited to, quality assessment activities, employee review activities, training of interns/students, auditing of our financial records, and conducting or arranging for other business activities. For example, we may disclose your Protected Health Information to interns or students who see clients at our office. In addition, we may use a sign-in sheet at the registration desk where you will be asked to sign your name when you arrive. We may also call you by name in the waiting room when your clinician is ready to see you.

Business Associates: We may share your Protected Health Information with third party “business associates” that perform various activities (e.g., billing, transcriptions services) for the Center. Whenever an arrangement between our office and a business associate involves the use or disclosure of your Protected

CONSENT

Health Information, we will have a written contract that contains terms that will protect the privacy of your Protected Health Information.

Can I revoke my consent? Yes, you can revoke your consent. You must do this in writing and bring it to us so that we can stop using and disclosing your Protected Health Information. We are permitted to use and disclose your Protected Health Information based on your consent until we receive your revocation in writing. However, if you revoke your consent, we reserve the right to refuse to provide further treatment to you, on the basis of your refusal to allow us to share your information for purposes of treatment, payment, and healthcare operations.

Authorization

What can be done with my information if I authorize its disclosure for other purposes? With your authorization, we can share your Protected Health Information for reasons other than to diagnose you and to administer and pay for your treatment. For example, you might agree to allow us to share your Protected Health Information with a drug company so that your eligibility for reduced cost medications or free medications samples may be determined.

Can I revoke my authorization? Yes, you can revoke your authorization. You must do this in writing so we can stop sharing your Protected Health Information. We are permitted to share your Protected Health Information until we receive your revocation in writing.

Are there any circumstances when my information can be shared without my consent or authorization? Yes, your Protected Health Information can be shared without your prior consent or authorization: In an emergency so long as consent is obtained as soon as possible; when required by law according to specific requirements:

- For public health activities
- To protect victims of abuse, neglect, or domestic violence
- For health oversight activities
- For judicial and administrative proceedings
- For law enforcement purposes

CONSENT

- To a coroner
- To a funeral director
- For organ/eye/tissue donation
- For research purposes
- To avert serious threats to health or safety
- To facilitate specialized government functions
- To correctional institutions for specific reasons
- For Workers' Compensation;

When there are substantial communication barriers and it is reasonable to believe that you are giving your consent or authorization; and Inmates: We may use or disclose your Protected Health Information if you are an inmate of a correctional facility and your clinician created or received your protected health information in the course of providing care to you.

What about any other uses of my medical information? Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written authorization. If you authorize us to use or disclose medical information about you, you may revoke that permission, in writing, at any time.

If you revoke your authorization, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your authorization and that we are required to retain our records of the care that we provide to you.

What will you do to protect my health information? We will maintain the privacy of your Protected Health Information as required by law. At your request, we will provide you with a Privacy Notice containing our legal responsibilities and privacy practices regarding Protected Health Information.

We will follow the terms of the Privacy Notice currently in effect. We reserve the right to change the terms contained in this Privacy Notice. If we do this, it will affect all Protected Health Information maintained by us. We will notify you that we have changed the Privacy Notice by posting it at our offices and by providing a copy to you at your request.

CONSENT

Confidentiality of Substance Abuse Records For individuals who have received treatment, diagnosis or referral for treatment from our alcohol or drug abuse programs, the confidentiality of alcohol or drug abuse records are protected by federal law and regulations. As a general rule, we may not tell a person outside the programs that you attend any of these programs, or disclose any information identifying you as an alcohol or drug abuser, unless:

- You authorize the disclosure in writing; or
- The disclosure is permitted by a court order; or
- The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit or program evaluation purposes; or
- You threaten to commit a crime either at the alcohol or drug abuse program sites or against any person who works for our alcohol or drug abuse programs.
- You commit a crime either at the alcohol or drug abuse program sites or against any person who works for our alcohol or drug programs.

A violation by us of the federal law and regulations governing alcohol or drug abuse is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurs. Federal law and regulations governing confidentiality of alcohol or drug abuse permit us to report suspected child abuse or neglect under state law to appropriate state or local authorities. Please see 42 U.S.C. § 290dd-2 for federal law and 42 C.F.R., Part 2 for federal regulations governing confidentiality of alcohol and drug abuse patient records.

Notification of Appointments: NeoGenesis may contact you to provide appointment reminders. You may contact our Site Director to request that you not be notified of appointments.

What can I do if I have questions or want to complain about the use and disclosure of my Protected Health Information? All questions or complaints concerning our privacy policies may be sent to:

Site Director
402 Southwest Greenville Blvd
Greenville, NC 27834
Phone: 252-355-9151 Fax: 252-355-9153

CONSENT (REINSTATMENT OF PRIVILEGES)

1. Reinstatement of privileges for consumers

- a. Suspension or loss of privileges procedures shall afford the consumer the right to due process in accord with the following:
 - i. The CEO, or designee, shall notify the consumer of all charges.
 - ii. A hearing shall be held prior to suspension between the supervisor and Clinical Director. When, in the opinion of the Clinical Director, the consumer's presence poses a continuing danger to persons or agency property or is an on-going threat of disruption of the therapeutic process, the consumer may be immediately suspended from services. In such cases, the necessary notice and hearing shall follow as soon as practicable thereafter.
- b. The consumer shall be given an opportunity to give his/her version of the facts and their implications.
- c. The parent/legal guardian (if applicable) shall be informed of a suspension or loss of privileges as soon as practicable.
 - i. Consumers will have an opportunity to reinstate restricted or lost privileges limiting their access to NeoGenesis services using the following procedure.
- d. **REQUEST FOR HEARING** - After a consumer has been sent notice of an adverse decision of the Clinical Director, the applicant shall have thirty (30) days after the date of the notice to request in writing to the CEO that a hearing be held. The notice shall state the basis for the request and the witnesses (if any) who are expected to testify in support of her/his application. If an applicant fails to request a hearing within the time and in the manner herein provided, such failure shall be a waiver of her/his right to such a hearing and the decision of the Clinical director shall become a final decision.
- e. **HEARING** - Within thirty (30) days after receipt of a request for a hearing from an applicant, the CEO shall set a hearing date which must not be less than thirty (30) days after the date of the notice. The notice of hearing shall state in concise language the facts upon which the decision is based, a list of specific or representative documents being questioned (if any), and a list of witnesses (if any) expected to testify at the hearing in support of the decision.
- f. **Possible reasons for loss of privileges**
 - i. threat to or assault on any school employee
 - ii. attack on another student
 - iii. threat of physical assault on another student to obtain money or other materials of value and damage of property
 - iv. possession of a weapon or look alike weapons
 - v. use, sale, or possession of narcotics, intoxication liquors, or other harmful substances
 - vi. open or persistent defiance of authority and/or school rules and regulations
 - vii. threats
 - viii. failure to abide by corrective measures, such as detention for previous acts of misconduct
 - ix. profanity

CODE OF ETHICS

Overview

The Code of Business Conduct & Ethics provides NeoGenesis, LLC employees, agents, consultants, and volunteers with information necessary to adhere to the high ethical principles the agency lives by. NeoGenesis, LLC is accountable for compliance not only with the Code of Business Conduct & Ethics, but also with all laws and regulations applicable to our activities, and other policies and procedures prepared by our agency and oversight bodies.

Honesty and Integrity

Honest and Integrity are what this Code of Business Conduct & Ethics is all about; they define our relationships with consumers, outside agencies, business partners, and each other. By maintaining the highest level of corporate integrity through open, honest and fair dealings, we earn trust for our services and ourselves from everyone with whom we come in contact.

A copy of the entire Code of Ethics can be requested from any of our local offices or contact Quality Management at Corporate Office at 252-355-9151.

SAFETY

Every community based employee of NeoGenesis, LLC is equipped with a first aid kit and a fire extinguisher in their vehicle in case of an emergency. NeoGenesis, LLC follows the shelter notifications from emergency services in our area. NeoGenesis, LLC has yearly fire and safety inspections and has met all required standards. There is always a first aid kit in the administrative office which is located in the administrative office. Emergency exits are clearly marked and lit at each exit.

LEAST RESTRICTIVE ALTERNATIVE

Prior to using restrictive measures to control negative behavior, staff members are expected to use a variety of interpersonal skills and draw on all relevant training to prevent the need for increasingly restrictive measures. Positive treatment methods used by all staff when negative behavior arises include but are not limited to redirection, diversion/distraction, active listening, reflection of feelings, teaching alternative behavioral responses to environmental stressors, problem solving, verbal reinforcement of positive behaviors the client shows them and reminders of logical and natural consequences to the client's behavior.

In the event that a client exhibit's a negative behavior throughout the course of his day the following positive treatment methods need to be implemented as needed:

- Negative behavior can be considered as:
 - Not following the staff directives
 - Cursing
 - Verbal outburst
 - Instigating
 - Minor property destruction
 - Any other behavior interfering with the therapeutic milieu or the general progression of the treatment program
- Least restrictive alternative
 - Give a verbal direction to stop the activity.
 - Give another verbal redirection to stop the activity
 - Redirect the client to a pro-social behavior going on elsewhere, helping staff, a game.
 - Divert or distract the client to an alternative activity away from the conflict
 - Call the client to the side and use active listening skills and other counseling skills to reason with and address the concern of the client.
 - Reflect the feelings the client is exhibiting.
 - Acknowledge his feelings and encourage him to express his feelings in ways other than the negative behavior he just exhibited.
 - Reinforce times you have noticed him exhibiting the positive behavior. Encourage him to exhibit that behavior no so that he can return to the milieu. Give positive reinforcement.
 - Gently remind him of natural and logical consequences he would suffer if he continues the current negative behavior.
 - Problem solve and develop a plan with him to address his concerns , schedule a time to sit down with peer, staff and talk about the situation, encourage him to take the issue to program management group or other group, complete a grievance form.

TOBACCO/SMOKING

In keeping with NeoGenesis, LLC intent to provide a safe and healthful work environment, smoking or tobacco use in the workplace is prohibited except in those locations that have been specifically designated as smoking/tobacco areas. Smoking or tobacco use in any vehicle occupied by a client is strictly prohibited. In situations where the preferences of tobacco users and non-tobacco user are in direct conflict, the preferences of non-tobacco users will prevail. This policy applies equally to all employees, customers, and visitors. The use of tobacco and tobacco products by minors is strictly prohibited.

REMOVAL OF WEAPONS AND DRUGS

NeoGenesis, LLC will issue the safety and well-being of clients and staff personnel in regards to dangerous weapons, legal, illegal, and prescription drugs.

NeoGenesis has the right and responsibility to remove and confiscate any items deemed to be dangerous or illegal.

NeoGenesis, LLC will adhere to the following procedure if legal, illegal, prescription drugs, or weapons are discovered on the agency premises.

Illegal Drugs:

1. If illegal drugs are discovered on any client or personnel, NeoGenesis, LLC. staff members will attempt to isolate the client or personnel from the other clients and staff members. Staff will immediately notify the Clinical Director for further instructions.
2. NeoGenesis, LLC personnel will call the local authorities and/or the client's legal representative to report the findings.
3. NeoGenesis, LLC will cooperate fully with local authorities in completing all required reports and questions.
4. A critical incident report should be completed within (24) hours of the incident.

Legal Drugs:

1. If legal drugs are discovered on any client or personnel, NeoGenesis, LLC. staff members will attempt to isolate the client or personnel from the other clients and staff members. Staff will immediately notify the Clinical Director for further instructions.
2. NeoGenesis, LLC. personnel will call the local authorities and/or the client's legal
3. NeoGenesis, LLC. Clinical Director will discuss with client and/or legal representative the responsibilities that are required to participate in the treatment program. NeoGenesis will not tolerate drug abuse on its premises.
4. A critical incident report should be completed within (24) hours after the incident.

Prescription Drugs:

1. Prescription drugs are allowed for clients and personnel when the medication is in a prescription bottle with the client's or personnel's name on the bottle.
2. Clients or personnel that have prescription drugs that are not in a properly documented bottle will be asked to leave the facility and return with the medication in the appropriate prescriptive bottle.

Weapons:

1. If any weapon is discovered on any client or personnel, CCDP, Inc. staff members will attempt to isolate the client or personnel. Staff will remove all other clients and personnel from the agency and immediately call the local authorities. Staff will focus on assuring the safety of the clients and other staff members. Staff will avoid attempting to secure the weapon and will wait for proper authorities to arrive.
2. Neogenesis, LLC staff will immediately notify the Clinical Director to receive any additional instructions on how to handle the current situation.
3. NeoGenesis, LLC will immediately notify the client's legal representative regarding the situation.
4. NeoGenesis, LLC may press charges with the local authorities and participate fully in their investigation.
5. NeoGenesis, LLC will meet with the client and/or legal representative within 48 hours (if possible) of the incident to discuss the client's status in the program.
6. A critical incident report should be completed within (24) hours after the incident.

CONTACTS



Organization	Phone Number	Web Address
Alcohol/Drug Council of North Carolina	1-800-688-4232 or 919-493-0003	www.alcoholdrughelp.org
The Arc of North Carolina	1-800-662-8706	www.arcnc.org
Disability Rights North Carolina	1-877-235-4210	www.disabilityrightsncc.org
Exceptional Children's Assistance Center (ECAC)	1-800-962-6817	www.ecac-parentcenter.org
Mental Health Association North Carolina, Inc.	1-888-881-0740	www.mha-nc.org/english
National Council on	1-800NCA	www.ncadd.org
NEOGENESIS, LLC CONTACTS		
Clinical Director Kendrick Britton	252-717-4074	
Operation Officer Tadana Prayer	252-355-9151	
Administration Lene Stanley	252-355-9151 or 252-355-9152 or FAX 252-355-9153	
Human Resources Daniel Moore	252-355-9151	
Crisis Emergency Phone	252-341-0012	