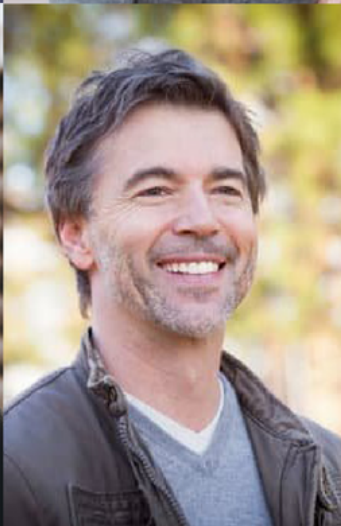
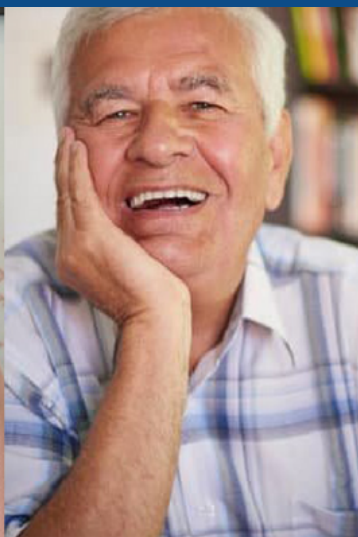




Client Orientation Booklet



Welcome to Portage Path

What Can We Do For You?

Thank you for choosing Portage Path Behavioral Health, the most complete source of behavioral healthcare in Summit County. This booklet will help orient you to what we can do for you, as well as what is expected from you as a client to help you recover and feel better.

Portage Path employs the largest staff of licensed and certified behavioral health professionals in the area. Our staff include Psychiatrists, Psychologists, Advanced Practice Nurses, Registered Nurses, Licensed Independent Social Workers, Professional Clinical Counselors, Licensed Social Workers, and Licensed Independent Chemical Dependency Counselors, and peer supporters. No matter what you are struggling with, we have someone highly qualified to help.

Please know that Portage Path is an adult treatment facility that is not equipped to provide child care or supervision for children while you are receiving services at our offices.

History

Founded in 1971 as a small, regional provider of behavioral health care, Portage Path has grown to three outpatient locations and an emergency facility with services available 24 hours a day, seven days a week.

Community Partnerships

Portage Path provides services to Pioneer Health, and is proud to house an AxxessPointe Community Health Center providing healthcare needs to our clients and Genoa Healthcare Pharmacy providing medication - all at our Akron location. Portage Path is also a proud partner of the Pioneer Physicians Network.



About Our Services



Your First Visit

We ask that you arrive 10 minutes early for your first appointment to complete paperwork and meet with a financial team member. Please bring a form of I.D., proof of income and your insurance card. During your intake appointment, you will meet with an Intake Therapist or psychiatric provider. Your first visit will last approximately 1.5 hours, during which you will be asked questions about your symptoms, stressors,

medical and psychiatric history, alcohol or drug use, and background information. This information allows the therapist to get to know you and your needs.

At the end of this visit, the Intake Therapist will discuss future services with you, which may include group therapy, individual therapy and medication management. You will then schedule follow-up appointments with your ongoing therapist who will develop a treatment plan tailored to your individual needs. Please arrive 10-15 minutes early for each follow-up appointment so we can verify your insurance and contact information.

Quality Improvement

The services and facilities at Portage Path are accredited by the Joint Commission. The Joint Commission is a nationally recognized organization that conducts strict evaluations of healthcare providers, including hospitals, making sure that only the best receive accreditation. In addition, Portage Path is certified by the Ohio Department of Mental Health and Addiction Services to provide assessments, individual therapy, group therapy, medication management, case management, and peer support to clients.



Confidentiality

All clinical services provided by Portage Path are completely confidential. Information is released only with written consent of the patient or when required by law. Your right to confidentiality of communication and all personally-identifying information is guaranteed in accordance with Rule 5122-26-18 of the Ohio Administrative Code.

Other Services

Walk-In Appointments

Walk-In appointments are a convenient way to fit treatment into your schedule. We offer walk-ins for Admissions, Psychiatric Evaluations, Medication Clinic appointments, and Case Management for ongoing counseling appointments. Hours for walk-ins vary by clinic. To find out when walk-in times are available, call your Portage Path Outpatient Clinic or visit portagepath.org. For best use of walk-in times, call before you come, arrive 20 minutes early and be patient. We cannot guarantee you will be seen at walk-in, but we will make every effort to meet your needs.

Group Programs

Group Therapy provides a setting where people going through similar situations can together learn new skills, share techniques, and receive support in a safe place under the guidance of a trained group leader. Some groups are time-limited, meaning they have a pre-set number of sessions - a beginning and end, while others are ongoing and clients can come and go as needed. Portage Path offers groups for issues like depression, substance use and mental illness (Dual Diagnosis Program), anger management, trauma, and many others. Ask your clinician if there are any current groups that would benefit you.

Day Treatment

Portage Path offers an Intensive Outpatient Treatment Program called Pathways. Pathways is a half-day, morning or afternoon program that provides a safe, structured environment where you can build essential life and problem solving skills, improve treatment readiness and regain hope for the future.

Medication Clinic & Pharmacy

Our unique Medication Clinic allows clients to get help with medication issues such as refills, questions and side effects. Inside our Medication Clinic, we are proud to house Genoa Healthcare Pharmacy to meet your prescription needs.

In Case of an Emergency

Mental Health Emergencies

Our **Psychiatric Emergency Services (PES) Location is open 24/7 to help in a crisis.** There we offer evaluation, treatment, and referral services for people in crisis.

*Please note: PES DOES NOT HANDLE PHYSICAL HEALTH ISSUES. If you are having a physical health emergency, please contact your primary care doctor, call 911 or visit the nearest emergency room.

The Portage Path Support Hotline

If you feel you're having a mental health-related emergency, please call 988, where a Portage Path professional is available 24/7 to take your call. This service is completely free and confidential and also includes chat features. Visit 988lifeline.org/ for more information.



Psychiatric Emergency Services
10 Penfield Ave.
Akron, OH 44310
330-762-6110

Metro RTA bus route:
#10 (Howard/Portage Trail)

Support Hotline: 330-434-9144 OR 988

Emergency Closing Information

In the event that Portage Path's outpatient clinics close due to weather or other emergency, please check our Facebook page as well as our website (www.portagepath.org) for important updates.

Sliding Fee Scale

Assistance is Available

Portage Path is one of a select few agencies to contract with the County of Summit Alcohol, Drug Addiction & Mental Health Services Board, allowing us to offer a sliding fee scale for qualified Summit County Residents. The scale is very affordable, and can help reduce your out-of-pocket expense.

To be eligible for the sliding fee scale, you must:

- Be a resident of Summit County, OH
- Meet the financial eligibility requirements

Financial Eligibility for the Sliding Fee Scale

Sliding scale fees are calculated based on your gross monthly household income (income from all sources) and the number of dependents in your household. Proof of this income is required.

If you are eligible for the sliding fee scale, you may be charged a portion of your services as determined by the Summit County Alcohol, Drug Addiction, and Mental Health Services Board's Ability-to-pay Parameters.

Portage Path financial staff will explain the sliding fee scale requirements to you prior to or at your first appointment. For continued sliding scale eligibility, you will be required to show verification of household income annually. You can use pay stubs, bank statements, or the previous year's tax return for verification. If you fail to show verification of income, you will be billed the full fee.

The financial aid staff will also work with you to review your eligibility for Medicaid and assist you with the Medicaid enrollment process. All clients that are eligible for Medicaid are encouraged to apply for this program.

Please notify our financial staff immediately of any changes in your income or insurance.

Fees & Payment Options

Cost of Services

The services provided by Portage Path can be paid for in many ways, including Medicaid, Medicare, self-payment, and most private insurance. Payment is expected at the time of service; however, if you are unsure of your coverage, we have financial billing specialists to help you establish your benefit level. Portage Path is able to accept cash, personal check, and all major credit cards. You can also make your payment online by going to our website.

If you have difficulty making payments, or if you have questions, please discuss your concerns with our staff. We also have hardship applications available for Summit County residents.



Paying for Service

- With Medicaid: Portage Path is an authorized provider for any individual enrolled in Medicaid. To verify Medicaid eligibility, bring your current health card with you to your initial visit with our Admissions Department.
- With Medicare/Medicare Managed Care Plans: We are also able to accept most Medicare Part B/Medicare Managed Care plans. Please bring your current health benefit card to your first visit. Every effort will be made to notify you in advance of a plan that we do not accept or that requires a referral.
- With Insurance: We accept payments from most insurance plans. Please bring your current health benefit card to your first visit. Please check with your insurance carrier to see if Portage Path services are covered by your plan. Every effort will be made to notify you in advance of a plan that we do not accept or that requires a referral.
- General: Should you have questions or concerns regarding your fee, please contact our financial office by calling the main line or emailing to billing@portagepath.org for assistance. Please also notify our staff of any changes to your income status or health benefits.

What You Can Expect From Us

You have the right to:

1. Be treated with consideration and respect;
2. Have services delivered in a humane setting that is least restrictive as possible;
3. Be informed of your own condition, of available services, and of alternatives;
4. Consent or refuse any service, treatment or therapy unless you are experiencing an emergency.
5. A written, individualized service plan that addresses health, social, and economic needs, and specifies the provision of appropriate services as available, either directly or by referral;
6. Participate in the creation, review, and reassessment of your service plan and receive a copy of your service plan;
7. Freedom from unnecessary or excessive medication;
8. Freedom from unnecessary restraint or seclusion unless you are experiencing an emergency;
9. Participate in any appropriate and available agency service as necessary;
10. Be informed of and refuse any unusual hazardous treatment procedures;
11. Be advised of and refuse certain observation techniques;
12. Consult with independent specialists or legal counsel, at your expense;
13. Complete confidentiality of care within legal guidelines and requirements;
14. Access your own clinical records within legal guidelines and requirements;
15. Be informed in advance of reason for denial of service;
16. An explanation of reasons for denial of service in a timely manner and provided a service referral if available/necessary;
17. Not be discriminated against in the provision of services;
18. Be informed of the cost of services & your rights as a client;
19. Exercise any and all patient rights without reprisal;
20. Receive oral and written instructions on how to file a grievance;
21. Request a second opinion or another provider;
22. Know the names and titles of your treatment providers; and
23. An explanation of all items on your bill.

What We Can Expect from You

Client Responsibilities

1. Provide accurate and complete information about all matters pertaining to your mental health, including medications and past or present medical/mental health conditions;
2. Keep your appointments. If you need to cancel an appointment, please do so no later than 24 hours before your scheduled time;
3. Inform the receptionist and/or financial specialists of any changes in your address, phone number or billing information;
4. Know your benefit coverage and limitations. If you are confused about your coverage, please call your insurance provider or ask our Financial Aid team for clarification;
5. Pay your bills in a timely manner;
6. Actively participate in the development and implementation of your treatment plan;
7. Follow the instructions and advice of your assigned mental health professionals. If you decline treatment or do not agree to instructions or advice, you must accept the consequences of your actions. Please inform your treatment staff of any difficulties complying with your treatment plan, including any additional issues that need addressed;
8. Notify a member of your treatment team if you do not understand information about your care and treatment;
9. Notify a member of your treatment team if you do not understand or if you have concerns about a treatment approach;
10. Notify staff if you are ever in danger of harming yourself or someone else;
11. Immediately inform the psychiatric provider of any medication side effects or difficulties, and obtain psychiatric approval before changing the dosage or terminating the use of any medications;
12. Provide us with feedback in order to evaluate services and your progress;
13. Act in a considerate and cooperative manner and respect the rights and property of staff and other clients; and
14. Know and follow the rules and regulations of Portage Path Behavioral Health as outlined in this booklet.

Rights & Responsibilities

Rights, Responsibilities & Problem Resolution

Portage Path makes certain that each client is notified of their rights and responsibilities as they pertain to service delivery, specifically as applied by the Ohio Administrative Code, Section 5122:2-1-01. Please take a moment to read the patient rights and responsibilities listed in the previous two pages of this booklet. If you have questions, feel free to ask your therapist or any Portage Path staff member.

In the event that you feel your rights as a client have been violated, you can begin the problem resolution process by filling out a Complaint Form, which can also be found at the reception desk of all clinics. If you have a question about the problem resolution policy or the Complaint Form, please contact our Client Rights Officer:

Client Rights Officer
330-253-3100 or 330-762-6110

Ombudsman Program

If you are not satisfied with the outcome after pursuing your complaint through our problem resolution process, contact the Summit County Ombudsman. The Ombudsman will talk with you about your complaint, and may decide to pursue the complaint further.

Summit County Ombudsman
100 W. Cedar St. Third Floor
Akron, OH 44307
330-762-3500

You can also register a complaint with the Joint Commission by faxing it to 330-792-5636 or emailing it to complaint@jointcommission.org

Locations



Akron Outpatient Clinic

340 S. Broadway Street
Akron, OH 44308
330-253-3100



Barberton Outpatient Clinic

105 Fifth Street SE, Suite 6
Barberton, OH 44203
330-745-0081



North Summit Outpatient Clinic

792 Graham Road
Cuyahoga Falls, OH 44221
330-928-2324



Psychiatric Emergency Services

10 Penfield Avenue
Akron, OH 44310
330-762-6110
OPEN 24/7



Follow Us!



www.portagepath.org