

COMPASSION, INTEGRITY AND EQUITY,  
ON A FOUNDATION OF HOPE.

# Client Handbook

Bert Nash

785.843.9192  
[www.BertNash.org](http://www.BertNash.org)

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# Welcome

Thank you for choosing the Bert Nash Community Mental Health Center as your behavioral health care provider. The Bert Nash Center (BNC) was founded in 1950. The mission of the Bert Nash Center is to advance the health of the Douglas County community through comprehensive behavioral health services responsive to evolving needs and changing environments. We fulfill this mission by responding to needs, restoring lives, and building a healthy community. All team members of the Bert Nash Center are committed to living out the values of compassion, integrity, equity, on a foundation of hope in all that we do in serving those in need.

The Bert Nash Center is a licensed community mental health center, that meets and exceeds state and national standards of care. We are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and serve as the designated certified community behavioral health clinic (CCBHC) for Douglas County.

This handbook is your guide to understanding your rights and responsibilities as a client and serves as an orientation to the Bert Nash Center, including specific information about the Treatment & Recovery Center. Please read the information carefully and save this guide for questions and concerns you may have in the future.







## Agree to Treatment and Privacy

Prior to receiving behavioral health services, clients, families, or legal representative of the client, must agree to treatment. This is to ensure you understand and agree to receive behavioral health care services. Informed consent must be provided before beginning any type of behavioral health treatment. The staff at BNC are highly trained behavioral health professionals dedicated to providing caring, effective, and confidential services.

The Bert Nash Center staff follow procedures and policies to ensure your confidentiality and that of other clients is respected. BNC keeps everything you share as part of your treatment confidential. We expect that our clients/families also respect the privacy of both the BNC and the other clients. We maintain physical, electronic, and procedural safeguards to protect information; these safeguards comply with all applicable laws.

## Client Rights and Responsibilities

AS A CLIENT/FAMILY OF BNC, YOU HAVE RIGHTS RELATED TO YOUR CARE AND TREATMENT. THOSE RIGHTS INCLUDE:

### **We must be nice.**

1. To be treated with dignity, respect, and professionalism and not be subjected to verbal or physical abuse or exploitation. You will receive services without discrimination.

### **We must treat you kindly.**

2. To not be subjected to any type of treatment, technique, intervention, or practice, including the use of restraint or seclusion done solely as a means of coercion, discipline, retaliation, or convenience of staff or volunteers.

### **We must provide care in your space when possible.**

3. To receive treatment in the least restrictive and most appropriate manner.

### **We must help you understand your treatment plan, medications prescribed, and choices you have.**

4. To receive an explanation of potential benefits, side effects or risks associated with all medications that are prescribed.
5. To receive an explanation of potential benefits, consequences, or risks associated with any treatment included in the treatment plan.
6. To be provided with information about appropriate medications and alternative treatments, even if these services are not the recommended choice of the treating professional.

### **We respect if you want to refuse medications.**

7. To refuse any voluntary treatments or medication to which you have not consented.

### **We must let you know what will happen if you don't do what the court asks you to do.**

8. To be informed that there may be consequences if you fail or refuse to comply with court-ordered involuntary treatment, including compliance with the treatment plan, and taking prescribed medication.

### **We must tell you about experiments and honor your request to not participate.**

9. To be informed of any experimental medication, treatment, or research project. Such participation will require your, or your legal representation, express consent. Your refusal to participate in or withdrawal from these activities will not stop you from receiving BNC services or change the services you are receiving.

### **You have to be involved with all your plans and changes.**

10. To participate in creating your treatment plan, request changes in services being provided, or request other behavioral health professionals be assigned to provide these services to you.

### **You can have multiple providers.**

11. To receive services from BNC, along with services from a psychiatrist or other health care professional who is not affiliated with or on the BNC staff. This is to ensure an integrated coordination of care.

### **You can have someone come to meetings with you.**

12. To be accompanied or represented by a person of your choice during all contacts with BNC, unless determined by a BNC staff member that the presence of that person would compromise your rights of confidentiality, significantly interfere with your treatment or be disruptive to BNC's operations.

### **You can see what is in your chart.**

13. To see and review your clinical record unless it has been determined that specific portions of the record should not be disclosed. Such determination will be made in writing and placed within the clinical record explaining why disclosure of the record would harm your behavioral health or others closely associated with you.

### **We can't share your information unless you agree.**

14. Confidentiality: Staff of BNC will refrain from disclosing any information, materials, or the fact you have previously received, or are receiving, any type of behavioral health treatment without written consent from you or your guardian, unless otherwise required by law or court order. Personal information may also be shared for: payment, health care coordination, and health plan operations. If you do not wish for information to be disclosed for these purposes, you must submit a written request. You have the right to revoke previously signed releases at any time.

### **You have rights for your health care decisions.**

15. To exercise rights by substitute means including the use of advance directives, a living will, a durable power of attorney for health care decisions, or through springing powers provided for within a guardianship.

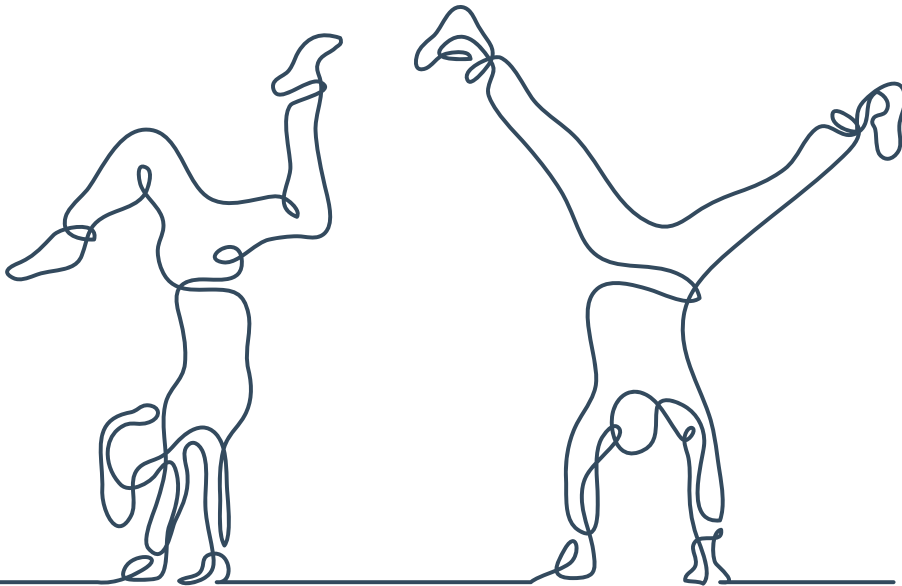


### **You can file a complaint.**

- 16.** To make a complaint at any time concerning a violation of your rights. You will receive a reply within 30 days after the complaint has been received.

### **We need to explain the cost for services.**

- 17.** To be informed of financial responsibilities and receive explanations of fees, billing statements and any possible consequences for not paying for services.



## **Pledge to Children**

AS A CLIENT OF BERT NASH CENTER,  
WE PROMISE THAT YOU WILL:

1. Be called by your name.
2. Be treated kindly by people who care for you.
3. Be told the name of the people who are caring for you like your Doctor, therapist, case-manager, and others who are helping you.
4. Have your questions answered in words you understand.
5. Feel as safe and cozy as possible while receiving treatment.
6. Grow, play, and learn when you are in treatment.
7. Make your own choices whenever possible.
8. Be able to have your parents/caregiver(s) with you as long as it doesn't stop you from getting better or stop treatment.
9. Have someone speak in your language for your family, caregiver, and you whenever possible.
10. Have your privacy respected.
11. Graduate or be discharged from treatment as soon as possible.

## Your Role in Your Treatment

AS A CLIENT/FAMILY IT IS YOUR RESPONSIBILITY TO HELP US CREATE AND MAINTAIN A SAFE AND EFFECTIVE CLIMATE FOR PERSONAL GROWTH.

### We ask you to:

1. To actively participate in the development of the treatment plan and in the treatment process. An important part of your care is the planning your discharge. We are focused on helping you achieve your goals and become as independent as possible. Therefore, we begin discharge planning on Day One.
2. To pay for the services you receive in a timely manner (as determined by the sliding fee scale or your payment plan).
3. To treat clients and staff with courtesy and respect.
4. To keep appointments as scheduled as much as possible or call to cancel/reschedule 24 hours ahead of the appointment times.
5. To provide accurate/complete information about your behavioral health concerns, treatment preferences and needs, social and medical history, and any other matters related to your care.
6. To arrange for care of children while receiving services.
7. To respect the confidentiality of other clients.
8. To inform us of changes in name, address, telephone number, insurance, and financial status.
9. To let us know if you are not satisfied with the services you are receiving.
10. To let us know of a crisis or emergency.

IF YOU HAVE ADDITIONAL QUESTIONS ABOUT YOUR RIGHTS AND RESPONSIBILITIES, PLEASE ASK YOUR BEHAVIORAL HEALTH PROFESSIONAL FOR MORE DETAILS.

## Treatment Services

### THE BEHAVIORAL HEALTH CARE JOURNEY

The Bert Nash Center has different programs that may be recommended for you. Based on your initial assessment you may be referred to one or more of the following programs: individual therapy, group therapy, case management, peer support, waiver services, crisis and access service, SOAR services, housing and homelessness services, Dialectical Behavior Therapy (DBT), and Intensive Outpatient Treatment.

For additional information on services, visit our website at [bertnash.org](http://bertnash.org).

There are several steps to complete while participating in your behavioral health care journey. You are an active participant, and the behavioral health professional will discuss goals, steps to help achieve them, and the timeline required. You will experience the following:

### Step 1. Assessment:

An assessment is when a behavioral health professional collects information to better understand you, your concerns, and how to best meet your needs. This may include conversations with your family – if appropriate – completing questionnaires, completing standardized assessment tools, and reviewing past and current health information.

### Step 2. Receiving Care/Participating in Care:

As you engage in services, a treatment plan will be developed that will guide your care. As part of the assessment, you will share and identify your goals. These may be broad or limited to what you want to change or happen at Bert Nash. The treatment plan is a mutually developed plan between you and the behavioral health professional. A copy of the treatment plan will be provided to you by your care provider.

Your treatment plan including the length, intensity, and duration of your treatment which will be mutually discussed with you throughout your time at the BNC.

BNC encourages family involvement at all levels of your care. Family is defined by you. The level of your family involvement is also determined by you and your comfort level.

Throughout the course of your behavioral health care treatment, you may transition to different services within the agency or community. Your input is important during each transition. Your treatment plan will be updated to include the addition or removal of each service. You will not transition to a service that you have not agreed to participate in.

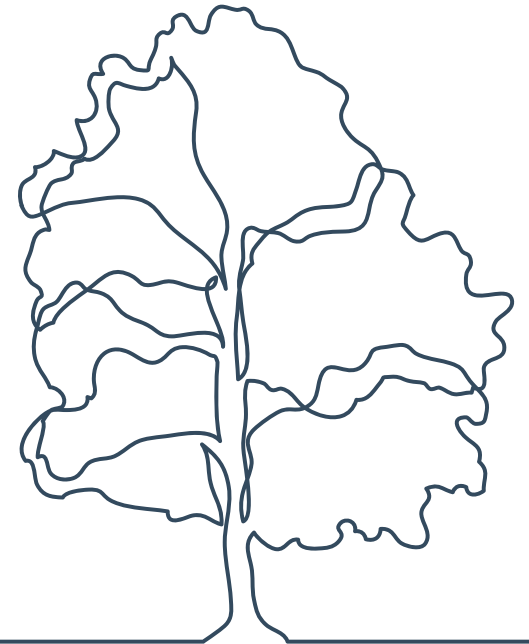
A primary staff member will be assigned to you. They may or may not be your provider of service but will serve as your key contact for any questions or concerns about your care. Their name is located at the end of this packet.

### **Step 3. Transitioning to ongoing supports:**

As you progress through treatment, your behavioral health professional will develop a transition plan that will guide your recovery going forward. Upon leaving BNC services, a discharge summary will be prepared along with recommendations for your continued recovery.

## **Accommodations**

The Bert Nash Center encourages you to communicate in the language or method that works best for you while on your journey to improve your behavioral health. Our goal is for clients to have equal access to our team members. If you are limited in your understanding of the English language or need other assistance, let us know. Examples of communication accommodations would be materials available in Braille, or an ASL interpreter. If you or someone you care for is working with our team and needs accommodations to participate in services, please tell BNC team member, for example, a client care specialist at the front desk, or your provider.





## What to expect during your visit

### Step 1. Check-In:

You will be asked a few short questions when you arrive at the TRC to help better understand the next steps.

### Step 2: Assessment:

A care team member will be assigned to you. This may include psychiatrists, behavioral health medical providers, nurses, social services, and recovery support specialists. An assessment is when a clinical professional collects information to begin the evaluation, treatment, and medication management, in appropriate steps.

### Step 3. Get a personalized treatment plan:

Care teams create a treatment plan based on your personal needs. Recovery will look different for all individuals. These plans may include an overnight or extended stay to provide you with additional support.

### Step 4: Follow-up Care:

Before discharge, we make sure you are connected to the right long-term support for your recovery journey. This might include making follow-up appointments, starting the process to enroll in benefits, or setting up transportation.

## Treatment Services

### Urgent Care Unit

The Urgent Care Unit is the front door entrance of the TRC. It serves all Douglas County residents, children, and adults. You will have immediate access to behavioral health crisis assessment and treatment. Treatment plans are unique to each person. These plans may include Observation and Stabilization programs or being connected with other community resources.

### Treatment

TRC offers a Crisis Observation unit and a Stabilization unit. The main goal for the Observation and Stabilization units is to provide a safe, structured place for those individuals experiencing a severe mental health or substance use crisis.

Our Observation and Stabilization Units serve adults, 18 and over and will assess, treat, and stabilize most crises in a short amount of time to get you back to your everyday life with family, friends, and work. This might entail outpatient therapy services, and/or medication management in a safe, therapeutic environment.

### Recovery

Before you leave the TRC, you will be connected to additional community support for your recovery journey.

## Safety & Security

### 1. Sexual harassment policy:

There is zero tolerance for any form of sexual harassment. Violations of safety of others, or TRC staff may result in review by the treatment team and ultimately in discharge.

### 2. Violence:

Violence, threats, or aggression of any kind toward anyone is not tolerated. Destruction of property is not allowed at TRC. Such behavior may result in discharge.

### 3. Use of Restraint or Seclusion:

Restraint/seclusion is used only to protect the immediate physical safety of the patient, staff, or others. As a last resort, restraints or seclusion may be used to manage a patient's violent or self-destructive behavior. The behavior must be to the degree that it presents immediate, serious danger to their safety or that of others. Restraints/seclusion are not used as a disciplinary action, for staff convenience, or applied in a manner that cause undue physical discomfort or harm. The TRC is the only BNC program to use restraint/seclusion.

### 4. Substances:

The use of illegal substances, possession and use of alcoholic beverages, and/or non-prescribed drugs is not allowed during your stay. You may be requested to provide urine to test for substances during random times. Positive results or discovery of substance possession and/or use may result in ward restriction and potentially discharge.

### 5. Smoking:

TRC is a non-smoking facility. Smoking is prohibited in the building.

### 6. Weapons:

Weapons, guns, knives, etc. are also prohibited on the property and within the facility. Only Law Enforcement may carry weapons.

### 7. Patient rooms:

Patients are not allowed to enter others' rooms.

Nursing staff will make safety rounds every hour and Behavioral Health Specialist every 15 minutes on the unit, including throughout the night. Room checks will be performed once per day.

## Financial Obligation

During your first visit to BNC, you will be asked to provide information about insurance and income to determine your payment rate. Fees vary according to the services provided and are comparable to or lower than the cost of similar services in private agencies. The Bert Nash Center is an approved provider for mental health services for many insurance providers. Our staff files billing claims to private insurers, Medicaid (Kansas), and Medicare. We highly encourage you to confirm that the Bert Nash Community Mental Health Center is “in-network” for your coverage and if not, does your policy cover “out-of-network” benefits for the Bert Nash Community Mental Health Center. Clients, living in Douglas County without insurance, may qualify for sliding scale fees based on income.

All fees, including insurance cost shares are due at the time of service. For your convenience, we accept Visa, MasterCard, American Express and Discover. You can pay your bill online at [bertnash.org](http://bertnash.org).

- For billing questions, contact our business office at **785-830-1737**
- To make a payment by phone call **785-830-1742**



## Safety and Security

1. BNC is a non-smoking facility. Smoking is prohibited in the building
2. BNC works to ensure a safe environment for all clients, and we will not engage in restraints or any type of seclusion. BNC will, at its discretion, involve law enforcement as necessary to maintain a safe and secure environment. The TRC is the only BNC program to use restraint/seclusion.
3. The use of illegal substances is prohibited on the BNC property and within the facility. Prescription drugs should be used by the individual intended and at frequency of prescribed and may not be used by anyone else. All other drugs must be secured while on the BNC campus.
4. Weapons, guns, knives, etc. are also prohibited on the property and within the facility. Only Law Enforcement may carry weapons

Violations of the safety of other clients or BNC staff may result in a disruption of your services.



## Map

Complete maps of each location are located in the lobby of each facility.

### Main Bert Nash Center Facility: 200 Maine Street



346 Maine Street



Treatment & Recovery Center - 1000 W. 2nd Street

# Organizational Code of Ethics

The Bert Nash Center does not discriminate based on religion, gender, race, color, sexual orientation, national origin, disability, or age. BNC staff will always maintain professional decorum and ethical conduct, be of the highest integrity and promote the practice and delivery of quality care in a culturally sensitive environment.

Professionalism translates into Safe and Effective Care for our clients, families, and community. This can be broken down into seven different areas.

## 1. Professional Judgment

Using your education, knowledge, skills along with your ethics to make the best-informed decisions on behalf of your clients

## 2. Professional knowledge and skills

Operating within the scope of your knowledge and skills and working to increase your skills through training and supervision

## 3. Professional behavior

The manner in which you conduct yourself as a representative of BNC

## 4. Confidentiality and Personal Privacy

Maintaining the confidentiality and privacy of all our clients and service provision

## 5. Collaboration with Providers and Partners

Working respectfully and professionally with all partners and providers in the community

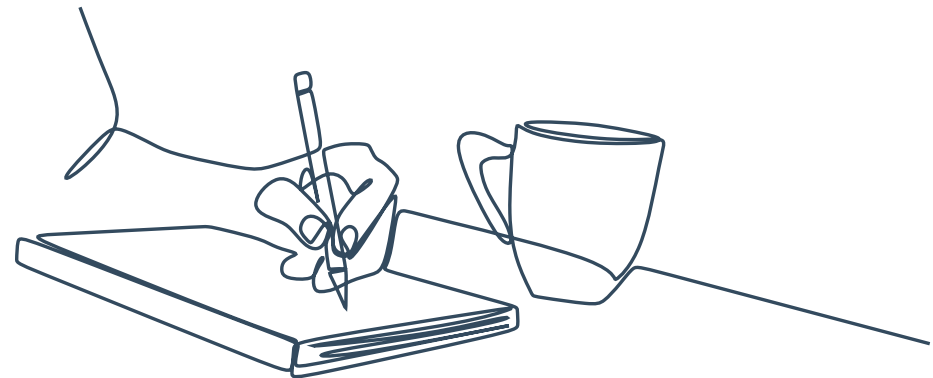
## 6. Person Centered Care

Focusing on the client first and respecting the individuality of all that we serve

## 7. Communication

Being open, honest, and respectful in all areas of communication and sharing with teams and individuals the information that is important to the work that is being done

**BNC IS AN EQUAL OPPORTUNITY EMPLOYER AND SERVICE PROVIDER.**



## Notice of Privacy Practices and Disclosures

The Bert Nash Center may use your health information for purposes of providing your treatment, obtaining payment for your care, and conducting health care operations unless you or your legal representative has provided the treatment personnel with a written waiver K.S.A. 65.5603. The Bert Nash Center will only use and/or disclose your information with a valid authorization and/or when required by law to do so. Please see the Notice of Privacy Practices on website at [www.bertnash.org](http://www.bertnash.org).

## Mandated Reporting

The Bert Nash Center must disclose health information to the appropriate authority if we reasonably believe you and/or others are victims of abuse, neglect, and/or domestic violence. The Bert Nash Center will also release information in a medical emergency or to lessen a dangerous or life threatening situation for you and/or others.

## Ineligibility for Services and Appeal Procedure

If you are found not eligible for services, then you will be provided the reasons verbally and in writing. At least three appropriate community resources, when available, will be provided to you to meet your needs. With the individual's consent, the family/support system and/or the referring entity is also informed of the ineligibility for service. When individuals are assessed as not being eligible for service, they have the right to appeal the decision by submitting a written request for a review by the Medical Officer or physician designee.

## Feedback

Obtaining feedback from you and our community members is an important part of assessing the quality of our organization and impact to the community. On an annual basis you will be invited to participate in a short, confidential survey and it will be presented in person, by text, or by QR Code. We also have a special version of the survey for our younger persons who are receiving services.

There is the opportunity to provide ongoing feedback by contacting us at [feedback@bertnash.org](mailto:feedback@bertnash.org). You may also share your experiences through the Feedback Form located in this handbook, at our reception areas, and on our website. The Feedback Form is a place where you can express concerns and/or complaints if you are not satisfied with the service you are receiving, if you feel your rights have been violated, or if you have talked with your behavioral health professional about your concerns and are dis-satisfied with their response. The Feedback Form can be turned in at any of our locations or sent to [feedback@bertnash.org](mailto:feedback@bertnash.org).

Feedback and/or complaints and appeals can also be shared by contacting the Risk Manager, Bert Nash Community Mental Health Center 200 Maine Street, Suite A, Lawrence, KS 66044. The response will occur no later than thirty (30) days following the receipt of the complaint. We cannot and will not retaliate against you or refuse treatment for filing a complaint. If you believe your rights with respect to health information have been violated, you may submit a Feedback Form to BNC or contact the Secretary of the Department of Health and Human Services at [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov). You may also contact the Office of Administrative Hearing within the Kansas Department for Aging and Disability Services-Behavioral Health Services at 888-582-3759.



## BNC Hours of Operation

8 am to 8 pm Monday thru Thursday  
9 am to 8 pm Friday

200 MAINE STREET, SUITE A, LAWRENCE, KS 66044

## TRC Hours of Operation

Available 24/7

1000 W. 2ND STREET, LAWRENCE, KS 66044

## My Information:

Medical Provider: \_\_\_\_\_

Phone: \_\_\_\_\_

Therapist: \_\_\_\_\_

Phone: \_\_\_\_\_

Case Manager: \_\_\_\_\_

Phone: \_\_\_\_\_

Behavioral Health Specialist: \_\_\_\_\_

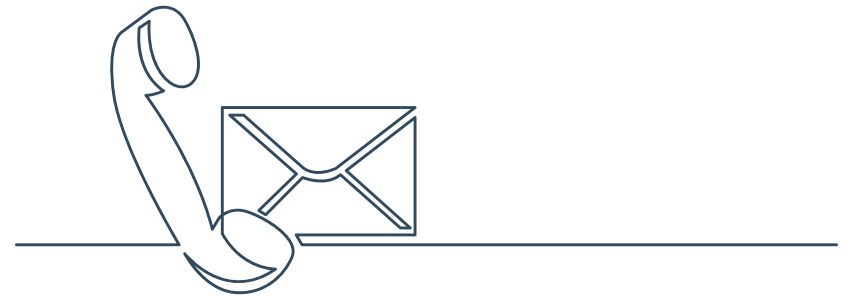
Phone: \_\_\_\_\_

Peer: \_\_\_\_\_

Phone: \_\_\_\_\_

A more detail explanation of our policies can be found on our website at [Bertnash.org](http://Bertnash.org).

- Telehealth Service Overview
- E-mail and Text Messaging
- Notice of Privacy Practices for Protected Health Information



## Emergency/Crisis Contacts

EMERGENCY CALLS

**911**

SUICIDE PREVENTION LIFELINE

**785-841-2345 | 988**

NATIONAL SUICIDE PREVENTION LIFELINE


**1-800-273-8255**

POISON CONTROL

**1-800-222-1222 or [poison.org](http://poison.org)**

BERT NASH CENTER AFTERHOURS

**785-843-9192**



**For hours of operation visit  
[www.BertNash.org](http://www.BertNash.org)  
or call 785.843.9192**

**24-Hour Services:**

If you, or your family member,  
are in need of immediate  
mental health care, please call  
(785) 843-9192 or 988.

Mural artwork by Van Go student artists.  
Van Go is a social service agency with a focus on art.

**Bert Nash Center is located in the  
Community Health Facility at  
200 Maine Street  
Lawrence, KS 66044**

*Bert Nash*  
Your Community Mental Health Center

