



898 Airport Park Road
Suite 101
Glen Burnie, MD 21061

Call: 410-768-4386
Text: 202-531-0231
Email: info@rexcellencellc.com

Client: _____

Clinician: _____

New Client Orientation Handbook

Welcome!



Welcome to Relational Excellence, your Community Behavioral Health Services. Our organization provides comprehensive services for persons experiencing mental illness and those with co-occurring problems such as substance use disorders, trauma, and interpersonal concerns.

Relational Excellence prioritizes individual service and is committed to providing care in a welcoming accessible, and comprehensive manner to best meet your needs. Our staff is here to help us identify and achieve your personalized goals for recovery and self-determination. The populations we serve are adults and minors with severe and chronic mental illness and those with co – occurring disorders; we also serve adults and children with “general mental health” issues and concerns.

Our Health Mission



Our Mission Statement

Relational Excellence's mission is to provide comprehensive mental health counseling treatment. Our services are engaging, restorative, and fun. We strive to inspire change in everyone that we serve. To improve the health and wellness of individuals and families, by compassionately serving their mental health needs through prevention, intervention, treatment, education and advocacy.

Our Health Mission

Relational Excellence is dedicated to the community it serves. By providing health and wellness services to adults, minors and support services for families through raising awareness to the need of taking care of physical and behavioral health in the community. Services are designed to strengthen and increase self-esteem, self-respect, and respect others in the society, promote health, and to address issues relating to improving the quality of their lives.

Standards of Professional Conduct

We expect all our employees to conduct themselves in a professional manner always. Every employee is required to follow our code of ethics and conduct, which covers discrimination, privacy of clients, professional relationships with clients, employee conduct and what to do if you believe one of our employees is violating this code. We take all allegations seriously.



Relational Excellence and its Employees will always:

- Maintain the best interests of the person supported, and advocate for those interests as circumstances require.
- Foster self-determination and encourage individuality accepting each person as unique and valuable.
- Maintain confidentiality.
- Be supportive and non-judgmental.
- Protect the people supported from abuse and/or neglect and avoid participation in practices that are disrespectful, degrading, intimidating, psychologically damaging or physically harmful to clients

Statements of Confidentiality



Relational Excellence ensures that all clients' records are maintained in a manner that is consistent with HIPAA and the medical records confidentiality and disclosure requirements of the Health-General Article, Title 4, Annotated Code of Maryland and other provisions of law.

The client's records shall only be disclosed to persons involved, directly or indirectly, with the treatment needs of the clients whenever such disclosure is deemed necessary for the achievement of any of the clients' treatment goals.

Hours of Operation

Monday-Thursday: 9am-8pm

Friday: 9am-5pm



All of our services are available remotely through our e-telehealth platform. In-person appointments are available by request, and at the discretion of the providing clinician.

After-hours Services:

Anne Arundel Crisis Response: 410-768-5522

In Case of an Emergency: call 911, or go to the closest emergency room

Services We Offer



At Relational Excellence, LLC, we provide a variety of services to individuals seeking for mental health and/or addiction problems. Clients are encouraged to work with their clinical and wellness coordinator to develop a plan for services and treatment which best suits their need. Services vary in type and level of intensity, depending on an individual's needs.

Services include:

- **Anxiety Concerns**
- **Bullying Concerns**
- **Co-Occurring Concerns**
- **Depression Concerns**
- **Feeling lost/Lack of Purpose**
- **Intimate Partner Violence Concerns**
- **LGBTQ+ Concerns**
- **Medication Management**
- **Relationship/Marriage Concerns**
- **Substance Use Concerns**
- **Trauma and Stress-Related Concerns**
- **Test Anxiety Concerns**

How Do I Obtain Services at Relational Excellence?



Contact Relational Excellence, LLC by calling 410-768-4386 or e-mail info@reexcellencellc.com. One of our professional administrative assistants will help guide you through the intake process.

Relational Excellence provides reasonable access to care, treatment, and services regardless of race, spiritual beliefs, gender, sexual orientation, ethnicity, age, social economic status, language, or disability.

How Much Do Services Cost?



Relational Excellence, LLC strives to provide affordable mental health services to all. Relational Excellence, LLC accepts only Medicaid and CareFirst/BCBS insurances. Mental Health Services with Medicaid are paid for by the state of Maryland. CareFirst individuals may have a copay for their sessions, or may have a deductible that must be paid before the copay applies.

If you are unsure which applies to you, please contact the office at 410-768-4386, and we will be happy to assist you.

Self-pay rates are offered in special occasions, and can vary from \$125-\$250 per session, depending on the type of session.

What Is A Mental Health Emergency?



A Mental health emergency is when:

- A person is experiencing a mental illness and can reasonably be expected to harm themselves or someone else.
- A person is unable to meet their basic needs and is at risk of harm.
- The person's judgment is impaired such that he/she is unable to understand the need for treatment and their condition is expected to result in harm to self or another soon.
- If you have a mental health emergency, you should seek help immediately. At any time during the day or night call: Anne Arundel Crisis Response 410-768-5522.

If you are having a medical emergency, go to the emergency room or call 911

Your Safety Is Important To Us

If someone becomes unmanageable and causes safety risk, the police or sheriff's office will be contacted immediately. The possession or use of any illegal substance is prohibited at Relational Excellence. If illegal substances are found, police will be notified. This includes prescription drugs. All prescription drugs must be kept on the person or in their pocketbook and not to be taken out of either while in services. The medical director determines which legal substances may be brought into the facility.

Weapons are not prohibited in Relational Excellence. If weapons are found, the police will be contacted.

Relational Excellence is a Tobacco-Free Zone. Use of tobacco products is allowed only in a designated area outside the building. Staff can provide direction to the designated areas outside of the building.



How Long Will I Receive Treatment Services?



The length of time depends on your individual treatment plan, which you and your primary clinical or rehabilitation coordinator create together. Outpatient services at Relational Excellence is short term, solution focused, and builds on your personal strengths. Participation in treatment is completely voluntary.

Discharge from treatment is part of your treatment goals. Discharge occurs when someone completes their treatment plan goals, fails to attend more than 3 scheduled appointments, or fails to engage in services more than 2 months. Transition to another clinician or program may occur when you and your clinician decide together that a higher or lower level of care may be required.

No Show/Late Cancellation Policy



No Shows/Late Cancellations are missed opportunities for our office because someone needing help could have been seen during your appointment time if we knew you wouldn't be available. Our office strives to limit these missed opportunities by having a no-show/late cancellation policy requiring clients to cancel their appointment no less than 24 hours in advance.

If you are unable to keep your scheduled appointment, please cancel at least 24 hours prior to your scheduled appointment if possible. If the office or if your rehabilitation coordinator is unavailable, please leave a message on the answering machine. There is a No Show/Late Cancellation fee of \$125 per appointment for private pay and self pay clients. More than 3 No Show or Late Cancellation appointments may result in discharge.

Treatment Plans

Your treatment plan is where your goals, strengths, and preferences are documented. Your individualized treatment plan helps you and your treatment team stay focused on the important things for your recovery.

We use the **SNAP** to process develop your treatment goal.

S-Strengthens

N-Needs

A-Abilities

P-Preferences

The **SNAP** process helps us to focus your treatment to your Strengthens, Needs, Abilities, and Preferences throughout the treatment process.



Consent For Treatment

As part of the admission process, we want to inform you about:

- ✓ Your responsibilities to provide us with information as a condition of your admission into the program and your ongoing treatment.
- ✓ Reasonable treatment choices discussed at the time you consented for the treatment.
- ✓ Risks, benefits, and side effects related to your treatment, including the possible result of not receiving care, treatment and services.
- ✓ Your right to continue or discontinue services.



Our Commitment To Partner With Parents



Relational Excellence is committed to the following:

- Improving the quality of service for families through active partnerships with parents.
- Collaborating with parents on the care of their children.
- Help parents of newly diagnosed children gain access to accurate information and effective services.
- Will create new resources to help parents become more familiar with child and adolescent services, how to better access such services, and how to better advocate for such services, and how to promote accountability
- Will solicit parents' input and help parents to prioritize their short - and long-term goals for their child and their family.

Your Rights As A Client

1. The Right to receive appropriate humane services without restrictions to personal liberty except to the extent that is necessary for your treatment or rehabilitation needs and applicable legal requirements.
2. The Right to be protected from harm and to be free from mental, physical, and sexual abuse at Relational Excellence.
3. The Right to participate in the creation of an individualized treatment or treatment plan.
4. The Right to have access to your rehabilitation records.
5. The Right to an explanation of the fees you may be required to pay, prior to receiving services.
6. The Right to be informed of any delay in provision of services.
7. The Right to file a grievance if you are not satisfied with the treatment you receive.
8. The right to refuse medication.



Your Responsibilities As A Client



- Treat all staff, other clients, and visitors with respect and courtesy;
- Avoid verbal abuse, threats, violence and aggression always;
- Not damage property or steal from the agency, agency staff, or other clients;
- Provide accurate and complete information for billing purposes, and notify staff of your financial status, telephone number, or address changes;
- Provide full information about problems including mental health information to allow for proper evaluation, diagnosis and treatment;
- Actively participate in your treatment;
- Arrive for your appointments on time, and notify this facility at least 24 hours ahead to cancel appointments;
- Notify any other existing behavioral health providers that I am seeking services in this Outpatient Program and I am terminating services with them;
- Notify staff any time your Advanced Directives Change;
- Avoid discussing other clients' names or issues at the program.

Requesting A Copy Of Your Health History



At Relational Excellence, you have the right to see your Patient Health Information, or PHI, that is in our possession, or to get copies of it; however, you must make this request in writing. If you make a request for your PHI, you will not be charged more than \$.25 per page as well as fees for postage. Client's PHI will not be released without the individual's written permission, except as the law permits or requires.

Information contained in your PHI may have a serious negative effect on an individual's mental or physical health. If this is believed to be the case, your record will be reviewed by your clinician and the CEO of Relational Excellence prior to its release. Should your clinician and the CEO determine that the information could be harmful, access will be denied.

Requirement To Report



If you were required to seek services at Relational Excellence by a court or by the local Department of Social Services or Juvenile Services, we are required to report to them regarding your status/involvement in treatment as well as discharge from our services regardless of the discharge outcome.

While receiving services all Relational Excellence staff have the obligation to report suspected or reported child abuse, elder abuse, homicidal ideations or suicidal ideations. Our professionals will always ensure that safety is first. Reports will be made to the appropriate protective services authority in accordance with Maryland law.

Health And Safety Policies



Relational Excellence is required to conduct emergency drills which may require evacuation from our building if you are on the premises. Please be prepared to exit the building promptly.

Relational Excellence forbids the use of seclusion and restraint in its programs.

Relational Excellence is a tobacco-free environment. The use of any tobacco product is forbidden on site. Please ask staff to direct you to the appropriate outdoor smoking area.

Relational Excellence is a drug-free setting. Illegal substances are forbidden in the organization's facility. Over the counter medications may be brought on site but their presence should be reported to staff. Prescription medications may be brought on site but their presence should be reported to staff, and they should remain in your bookbag/purse at all times.

All weapons are prohibited. You may not bring weapons onto Relational Excellence's facility.

How Do I File A Grievance/Complaint?

All grievances/complaints must be filed within 24 hours of the occurrence.

Begin by talking to your counselor/therapist. If this does not resolve your concern, or if the counselor/ therapist is the problem, complete a Complaint Form and submit it to the program's Office Manager. Your grievance will be heard and a resolution will be proposed within 3 working days.

If a complaint is filed against you, you will be notified within 1 working day of the complaint being received.

If you wish to appeal the resolution, you may refer the matter to Glen Burnie/Anne Arundel County Department of Health

55 Wade Ave, Catonsville, MD 21228, (410) 402 – 8056.

The client can bypass all steps and call the Office of Health at any point.



What Is An Advanced Directive?

This document allows you to make decisions in advance (when you are well) about your mental health treatment, which includes, but is not limited to medication, short-term admission to a treatment facility and outpatient services. If you are deemed “incapable” by at least two physicians, the directive will be followed. Incapable means that due to any infirmity, you are currently unable to make or communicate reasoned decisions regarding your mental health treatment.

If you would like Relational Excellence to help you develop a set of advance directives, we would be happy to do so. Please contact the office at 410-768-4386.



What is HIPAA Law?

HIPAA laws are regulations set up to protect privacy. All healthcare providers, health organizations, and government health plans that uses, stores, maintains, or transmit s patient health care information are required to comply with the privacy regulations of the HIPPA law.

Relational Excellence has taken the common steps to adhere to HIPAA compliance of controlling access to medical files by storing them in a secured location and allowing staff limited access to the minimum amount of information needed.

Relational Excellence requires all staff to sign a confidentiality agreement prior to providing services. If you have concerns about what the program is doing to comply with the HIPAA law, ask management staff what steps we have taken to ensure your privacy.



Ways You Can Provide Input

We encourage clients and their families to provide input about the services you receive from Relational Excellence. The following are just a few of the ways that you can provide input to us about any aspect of your services:

- Make suggestions to your counselor, therapist, nurse or doctor. They will be taken seriously.
- Respond to our regular satisfaction surveys. We will post a summary of the results on our website.
- If you are dissatisfied with any aspect of the care we provide to you or your family member, please fill out and submit a complaint form. We will investigate your complaint thoroughly and will not retaliate for the filing of the complaint. We will provide you with a written response to your complaint within 3 working days.



Acknowledgement of Clients Handbook

I, _____ have been oriented on the following:

- Standard of Professional Conduct
- Statement of Confidentiality
- Hours of Operation
- Services we Offer
- How to obtain services
- Cost of Services
- Mental health emergency
- Length of treatment
- Transition and Discharge
- Consent for treatment
- Treatment Planning
- Privacy Protection
- Clients' Rights
- Personal Safety
- Smoking Policy
- No Weapon Policy
- Seclusion or Restrain Policy
- Client Feedback
- Behavioral Expectations
- No Show Policy
- Grievance Complaint
- Advance Directive
- HIPAA Law

Date: _____

Signature: _____

