

CONSUMER RIGHTS

You have the right to:

- Respectful treatment by all Behavioral Health staff with services provided in a safe environment.
- Written information that is easily understood.
- Informed consent to treatment and prescribed medications.
- Have confidential care and record keeping.
- Participate in planning your mental health treatment goals.
- Request a change in the level of care, change of provider, or a second opinion.
- Request a list of available cultural, linguistic and other specific services and providers, and as much as possible, to have a choice of a specific provider on this list.
- Consideration of a problem or concern about services by the staff person or agency providing care.
- Register a complaint regarding services or, if services are changed or denied, to make an appeal regarding these services.
- Have Grievance information available. (You may obtain written information from the waiting room, from our Compliance Officer, our website, or through the 24-hour toll-free telephone access system.)
- Authorize another person to act on your behalf for any Grievance or Appeal.
- Not be subjected to discrimination or any other penalty for filing a Grievance or Appeal.
- Apply for a State Fair Hearing to resolve problems.

GRIEVANCES AND APPEALS

If you have a concern about the services that you or a family member receives, you are encouraged to speak to your provider or the Patient's Rights Advocate about the problem. See the Beneficiary Problem Resolution Brochure for details.

Patient Rights Advocate:

Kathy Anthonijsz

530-560-9297

CONFIDENTIALITY

We hold all client information and records according to federal and state rules protecting medical information from disclosure. We cannot give information to anyone outside of the agency providers without written permission from the consumer. There are limits to confidentiality, however. We are mandated reporters of child and elder abuse and if someone is a danger to the community. On occasion, records required by the judicial system limit a person's right to privacy.

FINANCIAL ARRANGEMENTS

If you have no insurance, you may receive a bill for crisis services. We work with people to make the payments reasonable. If you have a Medi-Cal share of cost, you are responsible for prompt payment. Bring your Medi-Cal card to all appointments and notify us of changes in your financial situation.

FREEDOM OF CHOICE

Participation in the mental health system is not mandatory and is not a prerequisite for access to other services. Consumers retain the right to request a change in therapists should they so desire.

The **Medi-Cal Informing Booklet**, "Guide to Medi-Cal Mental Health Services", contains more information. We encourage every consumer to read the complete booklet. This booklet is available by request at the reception desks of both clinics.

REVISED 02/23/2023

S:/Forms/Brochures/Consumer Guide - P&P 3002.1

TRINITY COUNTY BEHAVIORAL HEALTH SERVICES

Mental Health
And
Substance Use Disorder Services

PROGRAM DESCRIPTION

&

CONSUMER GUIDE

Mailing Address

P. O. Box 1640
Weaverville, CA 96093

Weaverville Clinic

1450 Main Street
(530) 623-1362

Hayfork Clinic

154-B Tule Creek Road
(530) 628-4111

<https://www.trinitycounty.org/Behavioral-Health>

*This Clinic Is A
Drug & Alcohol Free
Environment*

WELCOME to Trinity County Behavioral Health Services (TCBHS), the Mental Health Plan and Substance Use Disorder Services (SUDS) for Trinity County.

TCBHS provides specialty mental health and substance use services to Trinity county residents and Medi-Cal /Medicare beneficiaries.

We believe that people with mental illness and substance use disorders can and do recover. As a consumer of behavioral health services, you should expect to actively participate in your treatment by helping to develop your treatment goals, by learning about your mental health and/or substance use issues, and by asking questions whenever anything is unclear.

Quality service to others is the mission of TCBHS. We respect all individuals, valuing their strengths and diversities.

Free special assistance will be made available for those with limited ability to speak English and for the visually or hearing impaired.

CRISIS SERVICES

Crisis Services are available for all county residents.

- **Phone counseling:** available 24 hours a day, 7 days a week.
- **Walk-in crisis counseling:** available during business hours (8 am to 5 pm, M-F) in our Weaverville Clinic.
- **Crisis Assessment:** done at the emergency room for individuals who may need hospitalization
- **Inpatient Hospitalization:** for those individuals needing in-patient hospitalization TCBHS will aid in finding appropriate placement and in discharge planning.

CALL:
(530) 623-5708 OR
1-888-624-5820 OR 988
911

*Toll-Free, state-wide 24-hour number
capable of responding in many languages.*

CHILD SERVICES

Early Periodic Screening, Diagnosis, and Treatment (EPSDT) is treatment for children or young people with full-scope Medi-Cal. Services include:

- **Therapy:** assessment, one-on-one therapy, group therapy, family therapy.
- **Case Management:** help in finding other resources, and in solving everyday living problems.
- **Medication:** to help stabilize moods or control harmful behaviors.
- **Therapeutic Behavioral Services (TBS):** TBS helps young people, who have severe emotional problems. TBS staff work intensively for a short period of time with the young person and their family to learn new ways of controlling problem behavior. (Certain criteria must be met in order to qualify for these services.)

ADULT SERVICES

Adult Services are available for people with Medi-Cal or Medicare. Services include:

- **Therapy:** assessment, group therapy and brief individual therapy. (Certain criteria must be met in order to qualify for individual therapy.)
- **Case Management and Medication** as described above.
- **Dual Diagnosis Treatment:** counseling for consumers who have substance use problems in addition to mental health disorders.
- **Substance Use Disorder (SUD) Counseling:** brochure available for SUD Services at the Weaverville and Hayfork Clinics.

Behavioral Health Services are available by appointment and may be provided in person or via Telehealth (on a computer).

WHERE TO GET MENTAL HEALTH SERVICES

IN WEAVERVILLE:

1450 Main Street:

Appointments can be made by calling **(530) 623-1362 or 1-888-624-5820** (toll free) or by requesting an appointment in person.

Business hours are from:

8 AM – 5 PM Monday – Friday
(except holidays)

Closed Noon – 1 PM for lunch

IN HAYFORK:

Hayfork Clinic at Tule Creek Road:

Appointments can be made by calling **(530) 623-1362** in Weaverville or **1-888-624-5820** (toll free) or by walking into the Hayfork office. The telephone number of the Hayfork clinic is **(530) 628-4111**.

If you are unable to keep an appointment, please call to cancel or reschedule at least 24 hours in advance.

A listing of our staff and contract providers, and the type of services provided is available on our website and upon request.

<https://www.trinitycounty.org/Behavioral-Health>

WELLNESS CENTERS

Available to all county residents; provides free support groups and activity programs.

Milestones/Cedar House
250 B Main Street, Weaverville
(530) 598-2825

DROP BY **OR** PICK UP
A SCHEDULE AND BROCHURE
AT TCBHS CLINICS