

Name: \_\_\_\_\_

Date: \_\_\_\_\_

DOB: \_\_\_\_\_

## **Integrated Care Program Client Brochure**

Please read and initial where indicated and sign on the last page.

A copy of this brochure will be provided to you.

Family Service of the Piedmont Integrated Care Program (ICP) is pleased you have selected us to provide your health care. We want to help you improve your health and well-being. We want your visit with us to be as pleasant for you as possible. As part of our service to you, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research and support our community in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient.

### **INTEGRATED CARE PROGRAM**

Our main focus at ICP is to provide quality primary care and behavioral health services. The ICP offers continuity and coordination of medical and behavioral care, with an emphasis on timely access to care. You are assigned a primary care provider who is part of an interdisciplinary team that also includes your behavioral health therapist, your nurse educator and your health navigator. Your team will work with you to promote good health and wellness. You will have regular health screenings and check-ups. Your primary care provider will help you prevent and manage chronic diseases. He or she will also provide health education and nutrition counseling. If you need specialty care, your ICP provider will ensure that you will be evaluated and referred to the appropriate specialist provider, and will coordinate your care with that specialist provider. Your health navigator will help you locate resources you may need both within Family Service of the Piedmont and in the community, and will be available to answer any questions you may have about our program. Your behavioral health therapist will help educate you about your mental health symptoms, and teach you ways to better cope with your mental health or substance issues. Your nurse educator will assist you when you visit with your primary care provider, or you can schedule an individual appt. on topics affecting your overall wellness, such as nutrition, smoking cessation, and exercise.

It is the policy of Family Services of the Piedmont to develop and maintain programs to support its Vision Statement: Building safe and healthy families. The Integrated Care Program's goal is to encourage a more holistic and personalized approach to multidimensional health needs.

#### **Participation in Treatment Decisions**

**You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. If you believe you cannot follow the treatment plan you have a responsibility to notify the treatment team.**

Tell your provider about your current condition, medicines (including over the counter and herbals) and medical history. Also, share any other information that affects your health. **You should ask questions when you don't understand something about your care.** This will help in providing you the best care possible.

## Important information for clients

- **Emergency: The ICP DOES NOT PROVIDE EMERGENCY SERVICES. In the event of an Emergency, dial 911 or go the nearest Emergency Room.**

Report Emergency/Urgent Care to your healthcare team by contacting the ICP Health navigator at to ensure proper follow-up.

- **Hours Of Operation (Families First Center, 315 E. Washington St. Greensboro, NC)**

Primary care is provided Monday & Thursday from 2:00pm to 7pm, and Tuesday 12:30pm – 5pm

Nurse Educator services are available during Primary care hours and individual appts. can be scheduled @ (336) 387-6161 ext: 2276.

Case Management/Health Navigation services are available Mon – Fri from 9am to 5pm, call (336) 478-9427 to schedule an appt.

Your behavioral healthcare provider is available by appointment Monday through Thursday from 8 to 8 and 8 to 5 on Friday. Hours may change without notice.

Exceptions include holidays, and other “down days” as directed by the Executive Director.

Holidays include the following: New Year’s Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after Thanksgiving, and both Christmas Eve and Christmas Day.

- **Show-Time for Appointments**

It is important for you to arrive 15 min. prior to your scheduled appointment time. **Initial** \_\_\_\_\_.

This will allow time for check-in, when your Nurse Educator will perform screenings and take your vital signs, prior to seeing your provider. **If you arrive late for routine appointments** (includes well exams, follow-ups, and mental health appointments) you may be required to re-schedule your appointment. **If you arrive late for acute appointments you** will be triaged by your nurse.

- **No-Show Policy**

An appointment is designated a “no-show” when you **do not keep a scheduled appointment or arrive later than 15 minutes from your scheduled time**. In all circumstances, please notify the clinic as soon as you are aware you will be late or unable to come in, if possible at least 24 hours in advance if you need to cancel an appointment.

If you have two No Show No Call for individual sessions after your Assessment your appointment with the Nurse Practitioner will be cancelled and you will be eligible for a standby appointment only. **Initial** \_\_\_\_\_

Because the demand for services is so great, we cannot keep you in the program if you do not keep appointments. Therefore, you will only receive *overbook appointments* after your third no-show. If you miss the *overbook appointment*, you have the potential to be discharged. Each case is staffed by MDT prior to discharge.

**Initial** \_\_\_\_\_ If you later wish to receive scheduled appointments, we will consider reinstatement on a case by case basis.

If you are discharged from the ICP program, Family Service of the Piedmont will provide you with a letter stating why you have been discharged.

- **Inclement Weather**

In the event of inclement weather, call your Health navigator prior to leaving for your medical appointment. For your safety, if the ICP has a delayed opening, the clinic will follow the same delayed opening procedures and any appointments during this timeframe will automatically be cancelled. If Family Service of the Piedmont is closed, the ICP will be closed and your appointment will automatically be cancelled. You will be called within 48 hours to reschedule or you can contact your Health navigator. **Appointments canceled by the program are not considered no-show appointments.**

- The Guilford County Health Department will help you complete the paperwork to qualify for Prescription Assistance Programs offered by the drug companies. In many cases, though not all, these programs may provide you with no cost medications. ICP will send in the prescription and you are responsible for going to the health department and signing up for their MAP (Medication assistance Program) **Initial**\_\_\_\_\_.
- Your Primary healthcare provider will attempt to prescribe medications from the formulary from Health Department, CVS, Harris Teeter and Wal-Mart when applicable.
- Medication samples will be offered when available and appropriate.
- When funding is available Family Service of the Piedmont/ICP provides prescription assistance for you if you have no other means of obtaining medications. This assistance is capped at \$40.00 per month, and is available for 3 months.

During this time, you are expected to work with your Health Navigator to apply for an orange card. Your date to have this completed by is\_\_\_\_\_. Failure to do so by this date or not applying for the NC Med assist program may result in you being responsible for paying for all future prescriptions. **Initial**\_\_\_\_\_.

- You are expected to take your medications as prescribed. You are expected to follow your treatment plan, including follow-up care with your behavioral health provider, psychiatric provider, or specialty care provider. Our goal is to help you improve your health and wellness, and your treatment plan is developed with this in mind. **If you refuse treatment or do not follow your provider's instructions, improved health and wellness should not be expected. Because demand for services is so great, you risk discharge from the program if you do not follow your treatment plan or your provider's instructions.**
- To ensure proper care, you **must bring all medications to each appointment. This is for your benefit and your provider for continuity of care.**
- The ICP clinic will make referrals but will not be responsible for the cost of referrals. **Every attempt will be made to locate the lowest possible cost for you for appropriate services.**
- You are required to let your ICP provider know if you are seeing another primary provider. You can only be seen by one primary care provider **Initial**\_\_\_\_\_.
- If you get Medicaid or any other medical insurance, you must let your Health Navigator or Nurse Educator know you now have Medicaid or insurance.
- **The Integrated Care program will not prescribe controlled substances.**

- Your ICP Provider will check the **NC Controlled Substances Reporting System** on an as needed basis.
- ICP will perform urine drug screens on an as needed basis.
- **You should always notify your Health Navigator or Nurse Educator as soon as possible with any change of address or phone number. This will allow ICP to contact you with any information you may need to know, such as lab results.**
- Please keep your Emergency contact information updated when there has been a change.
- If you leave the ICP before labs are reviewed with you by your provider, we will have labs forwarded to your last known address.
- You are expected to notify your pharmacy at least **one week** in advance when you need medication refills. (Due to the limited hours of the ICP it is not always possible to get same day refills) **Initial**\_\_\_\_\_
- If you lose your medications or they are stolen, please contact the ICP immediately. Each case will be assessed on an individual basis, but, in most cases, there will be no early Refills.
- **SELF-REFERRALS**  
If you choose to seek care on your own, outside of the ICP program, your providers will gladly make the medical referral. However, **ICP will not accept any financial responsibility for outside care, nor will ICP be able to assist with payment for travel.**
- **You may not consume or possess Alcoholic Beverages or Illegal Drugs while on Family Service of the Piedmont's property.**
- **Consumption of Alcoholic Beverages or Illegal Drugs should be discussed with your primary care provider. In nearly all instances, use of Alcoholic Beverages or Illegal Drugs will compromise your overall health and wellness, and continued use against your primary care providers instructions may result in discharge from the ICP program.**
- **Firearms or Other Dangerous Weapons** are not permitted on FSOP Property.
  
- **SUSPENSION OF PATIENT PRIVILEGES**  
When the care of other patients and the safety of ICP staff are possibly threatened due to your behavior, restrictions may be enforced. The Director of Counseling Services is responsible for determining if such a restriction is needed. Restrictions may include barring you from the facility, discharge from the program, or other legal action when deemed appropriate.

I agree with and understand the requirements of the program:

Client signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness signature: \_\_\_\_\_ Date: \_\_\_\_\_