

Mission and Philosophy

The mission of the Bluegrass Regional Mental Health-Mental Retardation Board, Inc. is to assist individuals and families in the enhancement of their emotional, mental and physical well-being by providing mental health, mental retardation/developmental disabilities and substance abuse services. We recognize our responsibility to serve those who have limited options for meeting their needs. We plan with our communities, develop innovative programs to respond rapidly to needs, and, as appropriate, help influence community priorities to ensure that individual and community service gaps are addressed.

In implementing our mission, we follow seven principles:

- We treat people with dignity and respect.
- We believe that people are capable of making progress and change.
- We strive to make our services accessible to all members of the community.
- We provide services consistent with the highest standards of care.
- We believe that successful response to our clients' needs requires staff with high levels of knowledge, skill and integrity.
- We believe that our status as a private non-profit agency provides us with a unique opportunity to respond to the needs of people at the local level recognizing that they are most capable of identifying their own needs.
- We ensure continuation of services by being responsible fiscal managers.

How to Reach Us For Service Call: 1-800-928-8000

Telephone Numbers for Regional and County Offices

Anderson County	(502) 839-7203
Bourbon County	(859) 987-6127
Boyle County	(859) 236-2726
Clark County	(859) 744-2562
Estill County	(606) 723-5128
Fayette County	(859) 233-0444
Franklin County	(502) 223-2182
Garrard County	(859) 792-2181
Harrison County	(859) 234-6940
Jessamine County	(859) 885-6315
Lincoln County	(606) 365-2197
Madison County	(859) 623-9367
Mercer County	(859) 734-5486
Nicholas County	(859) 289-7126
Powell County	(606) 663-2274
Scott County	(502) 863-4734
Woodford County	(859) 873-7316
Eastern State Hospital Oakwood	(859) 246-7000 (606) 677-4068
Mental Retardation/ Developmental Disabilities	(859) 272-7483
Regional Administration	(859) 253-1686
Customer Services	(859) 253-2737

24-Hour Crisis Line 1-800-928-8000

**Bluegrass
Regional
Mental
Health
Mental
Retardation
Board, Inc.**



Client Service Guide

**1351 Newtown Pike
Lexington, KY 40511**

**A Joint Commission
Accredited Organization**

Services

What is the Bluegrass Regional Mental Health-Mental Retardation Board?

The Bluegrass Board is a private nonprofit organization that provides mental health, mental retardation/developmental disabilities, and substance abuse services in the 17-county Bluegrass Area of Central Kentucky.

What services are available?

A wide range of services are available including individual and group outpatient treatment, day programs, and residential services. Services are available to meet the needs of all ages of clients. With your participation, a service or treatment plan will be developed that best meets your needs.

Who provides services?

The Board's staff includes psychiatrists, psychologists, social workers, nurses, chemical dependency counselors, and other professionals trained to provide services needed by clients. You should feel free to ask questions about the qualifications of staff.

How much do services cost and when do I pay?

Fees are based on your ability to pay. You will be asked to provide financial information so that your fee can be determined. Payment is expected at the time of service, however we will bill third party payors (e.g., insurance, Medicaid, Medicare) if your services are covered by such a payment mechanism. Please ask your service provider any questions you have about the cost of your services.

What happens if I can't pay my bill?

A financial counselor is available to help assess your financial situation and determine

your payment schedule and method. If it is decided that you are unable to pay for services you will not be refused. However, if you are able to pay and do not, services will be discontinued.

When will I be seen?

Services are provided by appointment. Arriving late for appointments may require rescheduling for a later day. Appointments will not be made for people who repeatedly fail to show at their scheduled time. You may be charged a fee if 24 hours notice of cancellation is not given.

Are services confidential?

Yes. Information shared during the course of receiving services cannot be shared with another person or agency without your written permission. Some exceptions do exist. These exceptions to confidentiality include situations where child or adult abuse is suspected, threats against others are made, clients are in need of emergency hospitalization, and civil law suits when a client makes his or her mental state an issue in the proceeding. Please discuss any concerns or questions about confidentiality with your service provider.

What should I do if I have concerns or complaints about services I am receiving?

You have the right to raise questions or concerns about services you receive. Feel free to discuss concerns with your therapist or counselor. The program director is also available to discuss concerns and answer questions. Staff can provide you with the name of this person. The name of the program director is also listed in a notice posted in this office. If you have a concern, complaint, or grievance you may also contact, Cindy Faulkner, Director of Performance Improvement at (859) 253-1686 ext. 577 or the Joint Commission by calling (800) 994-6610 or by e-mail at complaint@jcaho.org.

Statement of Client Rights

1. You have the right to impartial access to treatment, regardless of race, religion, sex, ethnicity, age, sexual orientation, or disability.
2. You have the right to be treated with dignity and respect.
3. You have the right to individualized treatment in an environment that is safe.
4. You have the right to individualized treatment in the least restrictive environment possible.
5. You have the right to be an active participant in the development of your treatment plan and to periodically review this treatment plan with your counselor.
6. You have a right to know the qualifications of the staff who work with you, the type of treatment that you receive, and the risk, side effects and benefits of all medications and treatment procedures used.
7. You have the right to be fully informed about the use of any special observation or audio-visual techniques.
8. You have the right to receive services in a language that you understand.
9. You have the right to refuse specific medications or treatment procedures unless prescribed by law and to be informed of available alternatives.
10. You have the right to refuse participation in any research project.
11. You have the right to make a complaint or file a grievance about the services you receive. Family members and legal guardians also have the right to make complaints or file grievances.
12. You have a right to know the fees for the services you receive. If your fee is paid by someone other than yourself, you have the right to know any limitations placed on how long you may receive services.
13. You have the right for the information you share during treatment to be treated in a confidential manner except in certain situations mandated by law.
14. You have a right to ask questions about the services that you receive and to have these questions answered in an honest manner.
15. You have a right to equal quality of services regardless of the source of your financial support.
16. You have the right to request a personal advocate to speak and act on your behalf.
17. You have the right to be screened and referred for assessment for pain.