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Visit our website at [www.red-rock.com](http://www.red-rock.com)

Organizational description, agency mission, fee schedules, and annual goals and outcomes are available upon request.

Red Rock is funded, in part, by the Oklahoma Department of Mental Health and Substance Abuse Services.



# **Welcome to Red Rock Behavioral Health Services**

**The Foundation of Your Recovery**



## **Outpatient Orientation Guide**

If you have questions, please feel free to contact:

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

Emergency After-Hours Phone: \_\_\_\_\_

Grievance Advocate: \_\_\_\_\_

Grievance Coordinator: \_\_\_\_\_



## Advance Directives

**What is an advance directive?** Advance directives are legal documents that allow you to convey your decisions about end-of-life care ahead of time. In a behavioral health advance directive, persons are able to express their preferences on where to receive care and what treatments they are willing to undergo.

A good advance directive describes the kind of treatment you would want depending on your symptoms and preferences. A good behavioral health advance directive identifies person(s) to serve as an agent or representative who is trusted and legally empowered to make healthcare decisions on your behalf. Decisions may include the use of all or certain medications, preferred facilities, and listings of visitors allowed in facility-based care.

Medical Advance Directive would describe what kind of care you want if you have an illness that you are unlikely to recover from, or if you are permanently unconscious. Advance directives usually tell your doctor that you don't want certain kinds of treatment. However, they can also say that you want a certain treatment no matter how ill you are.

A living will tells how you feel about care intended to sustain life. You can accept or refuse medical care. There are many issues to address, including:

The use of dialysis and breathing machines

- If you want to be resuscitated if breathing or heartbeat stops
- Tube feeding
- Organ or tissue donation

**Why should I consider advance directives?** They provide a way for you to communicate your wishes to family, friends, and health care professionals. They also help to avoid confusion with these people in your life.

**Should I have an advance directive?** By creating an advance directive, you are making your preferences about medical care known before you're faced with a serious injury or illness. This will spare your loved ones the stress of making decisions about your care while you are sick. Any person 18 years of age or older can prepare an advance directive.

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### **WHAT SERVICES ARE AVAILABLE AT RED ROCK?**

A full range of person centered services for treating mental health and substance use disorders is available to all age groups based on need and financial eligibility. Depending on the location, services may include:

Case Management	Peer Recovery Support Services
Community Housing	Pharmacological Management
Community Outreach	Pharmacy Services
Crisis Intervention	Prevention/Education
Crisis Stabilization	Prevocational Services
Domestic Violence	Psychiatric Social Rehabilitation
DUI Evaluations	Referrals
Family Counseling	Screening & Assessment
Group Counseling	Socialization & Wellness
HIV & Hep C Testing	Specialty Court
Individual Counseling	Substance Use Disorder
Individual Rehabilitation	System of Care & Home
Medication Assisted Treatment	Based Services
Medication Training & Support	Telehealth (Virtual) Services
Mobile Crisis Services	Tobacco Cessation Services
PACT Services	Wellness Services

**Preference in admission is given to the following populations:**

- women who are pregnant injecting substance users;
- women who are pregnant substance users;
- injecting substance users;
- women with dependent children; and
- persons with HIV/AIDS or Hepatitis C

### **COMPLAINTS**

**You will not be penalized for filing a complaint.** Complaints about this Notice of Privacy Practices or how this agency handles your health information should be directed to:

RRBHS Attn: Privacy Officer  
4400 North Lincoln Blvd. Oklahoma City, OK 73105  
(405) 424-7711

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

The Department of Health and Human Services Office of Civil Rights  
Herbert H. Humphrey Building, Room 509 F 200 Independence Avenue, S.W. Washington, D.C. 20201 1-877-696-6775  
[www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/)

Red Rock may also disclose your health information with Health Information Exchanges (HIE). Information is shared with an HIE for use by other health providers in your treatment. You have the right to request in writing that your PHI be restricted from disclosure to an HIE.

#### **CLIENT ACCESS to RECORDS**

To obtain access to an electronic or paper copy of your health information, with limited exceptions, a reasonable fee may be charged for making copies. Under current Oklahoma law, fees of \$1.00 for the first page and 50¢ per page for following pages are allowed. We may also charge for postage if the copies are to be mailed. If we deny your request for access or copies, you will be told of your rights to appeal our denial. Contact Red Rock's Medical Records, 405-425-0429 for access to your record.



#### **WELCOME TO RED ROCK**

Red Rock Behavioral Health Services (Red Rock) is a private, not-for-profit agency providing many mental health and substance use services. Our Agency offers person-centered, recovery-oriented services that are responsive to each person served, to assist persons in obtaining an optimal level of functioning in the home and/ or community of choice. We are pleased that you have chosen us for your mental health and/or substance use treatment needs and want to help you start services quickly and easily. We believe you are ready to make changes, so you are in the right place at the right time. Red Rock is dedicated to providing high quality services in a safe and supportive environment where everyone is treated with dignity and respect.

#### **AGENCY MISSION STATEMENT**

Red Rock Behavioral Health Services is committed to providing high quality, technology driven, evidence-based practices so all Oklahomans will achieve better health and wellness.

#### **CODE OF ETHICS**

Red Rock is committed to a high standard of ethical behavior by our staff. Standards include, but are not limited to:

- Staff will treat all clients with dignity and respect.
- Staff will not harass clients in any way.
- Staff will not discriminate for any reason.
- Staff will respect the privacy and confidentiality of persons served.
- Staff will not commit fraud.
- Staff will not engage in social or sexual relationships with clients.

A suspected ethical violation can be reported through the grievance process.

### **WHAT DO RED ROCK SERVICES COST?**

Red Rock accepts most third-party payments (e.g., private insurance, Medicaid & Medicare) for services received. Some special services are funded by other sources. A fee may be charged if funding sources do not cover all the costs. Self-pay options are available and a Sliding Scale Fee Schedule is available both in our lobbies and on our website, red-rock.com. Clients are responsible for paying any fees not covered by insurance. During your first visit to Red Rock, the fees you are responsible for will be explained to you. Should you not be able to afford services or co-pays, Red Rock may locate and refer you to other resources in the community.

### **HOW ARE SERVICES DETERMINED?**

At your first appointment, you will meet with a clinician who will gather information about problems you are experiencing. The time with the clinician will help to determine what services best meet your needs.

You and the clinician will develop a service plan. This service plan will include your expectations for services and will help you set goals to successfully complete services at Red Rock. A treatment team will review the service plan, and a primary clinician will be assigned to you.

Transition planning, the plan for your completion of services, begins as soon as your first service plan is completed. During services you will discuss and plan with your clinician the appropriate time to transition. Your clinician will discuss with you the criteria and procedures for transition.

By Oklahoma law we are required to notify you that your health information, used or disclosed as described in this *Notice of Privacy Practices*, may include records which may indicate the presence of a communicable or venereal disease which may include, but are not limited to, diseases such as hepatitis, syphilis, gonorrhea and the human immunodeficiency virus, also known as Acquired Immune Deficiency Syndrome (AIDS).

### **WHEN WE MAY NOT USE/DISCLOSE YOUR HEALTH INFORMATION**

Except as described in this *Notice of Privacy Practices*, this agency will not use or disclose health information that identifies you without your written authorization. If you do authorize this agency to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time. Revocation will only be effective for future uses and disclosures and is not effective for any information that may have been released prior to receiving your written revocation.

- **Address workers' compensation, law enforcement, and other government requests**

- We can use or share health information about you:
  - For workers' compensation claims.
  - For law enforcement purposes or with a law enforcement official.
  - With health oversight agencies for activities authorized by law.
  - For special government functions such as military, national security, and presidential protective services.

- **Respond to lawsuits and legal actions**

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

## **DISCHARGE PROCEDURES**

Planning for the completion of your services (Discharge/Transition Planning) begins as early as possible by communicating with your primary clinician and treatment team. Being prepared for transition includes but is not limited to:

- You have successfully completed your service plan.
- You no longer meet medical necessity criteria as determined by your insurer or Treatment Team.
- The symptoms you have reported are in a state of remission and services at Red Rock are no longer clinically indicated.
- You have not engaged in the past 30 days.
- After intake you did not engage in services at Red Rock.
- You are aggressive with staff or other clients.
- Your treatment team determines discharge is appropriate.

With your permission, your family or other designated individuals and other agencies may be involved in your discharge/transition planning. As a part of your individual service planning process, specific goals for discharge/transition will be identified with you.

At your last appointment at Red Rock, you will receive a copy of your Discharge/Transition Plan. A summary of your services will be given, and any referrals and/or recommendations will be listed. With your permission, you may be contacted after your discharge for follow up. This is done to assist Red Rock in assessing how satisfied you were with services and areas where improvement may be needed.

### **RECORDING SESSIONS/SERVICES**

Recording a session or service is strictly prohibited by clients, parents/guardians, and employees, unless a Consent for Recording is completed and approved.

### **ACCESS TO ADDITIONAL SERVICES**

Red Rock is here to assist you in finding and accessing additional services you may need, such as self-help groups and advocacy services, if you choose. We can help connect you with community organizations like Alcoholics Anonymous, , Domestic Violence Intervention Services, and others. A brief list of consumer and advocacy services can be found on the next page.

#### **National Alliance for the Mentally Ill – Oklahoma**

3812 N Santa Fe Ave., Suite 305  
Oklahoma City, OK 73118  
NAMI.org; call or text 1-800-950-6264

#### **Oklahoma Citizen Advocates for Recovery, Treatment Association (OCARTA)**

2701 NW 39th St.  
Oklahoma City, OK 73112  
866-848-7555  
www.ocarta.org

#### **2-1-1 Information & Referral**

provides free and confidential information and referral for help with food, housing, employment, health care, counseling and more.

www.211.org

Dial **988** for Mental Health Support

- **Help with public health and safety issues**

- We can share health information about you for certain situations such as:
- Preventing disease.
- Helping with product recalls.
- Reporting adverse reactions to medications.
- Reporting suspected abuse, neglect, or domestic violence.
- Preventing or reducing a serious threat to anyone's health or safety.

- **Do research**

- We can use or share your information for health research.

- **Comply with the law**

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

- **Respond to organ and tissue donation requests**

- We can share health information about you with organ procurement organizations.

- **Work with a medical examiner or funeral director**

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.



## Our Uses and Disclosures

- **How do we typically use or share your health information?** We typically use or share your health information in the following ways:
  - **Treat you**
    - We can use your health information and share it with other professionals who are treating you.
    - *Example:* A doctor treating you for an injury asks another doctor about your overall health condition.
  - **Run our organization**
    - We can use and share your health information to run our practice, improve your care, and contact you when necessary.
    - *Example:* We use health information about you to manage your treatment and services.
  - **Bill for your services**
    - We can use and share your health information to bill and get payment from health plans or other entities.
    - *Example:* We give information about you to your health insurance plan so it will pay for your services.

**How else can we use or share your health information?** We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information, see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).



## WHAT IF I NEED MEDICATIONS?

Red Rock has licensed medical providers on staff who may prescribe psychotropic medication for individuals experiencing a serious emotional, mental health, or substance use condition. Your clinician can help you determine if you need this service. Prescriptions from a Red Rock medical provider may be filled at the Red Rock Pharmacy or any pharmacy of your choice.

## MEDICATION USE INFORMATION

The following information is a summary with a non-exhaustive list of information about the medications you may be prescribed. It does not guarantee that the medications prescribed are safe, effective, or appropriate for you. This information is not personalized medical advice and should not replace the advice of your healthcare professional. Always ask your healthcare team members for complete information about medications and your specific health needs.

**Speak Up—** The more information your healthcare team members know about you, the better they can develop a plan of care tailored to you. All of the members of your team need to know:

- Your medical history and current medical problems.
- Any allergies and sensitivities you have had with any medicines.
- The medications you take routinely and occasionally—whether they be prescribed or not, including over the counter medications.
- Dietary supplements you use, including vitamins and herbals.
- Your substance use history and current use.

**Understanding Your Medications**—Medications can be an important part of treating behavioral health disorders. If you are prescribed medications, you will receive specific information related to the prescribed medication. It is important to read information about the medications you are prescribed so you can give informed consent.

Before you agree to a prescription or purchase an over-the-counter medication, learn and understand as much about it as you can, including:

- Proper uses (indications/contraindications); understand how to take the medicine before you start using it and take your medicine as instructed.
- Warnings and precautions; possible side effects.
- Interactions with food, diet and exercise.
- Potential interactions with medications and dietary supplements.
- Possible obstacles to adherence (barriers to medication compliance).
- Need for laboratory tests, or other monitoring procedures.
- Early signs that the medication may not be working, including medications that may not work as well as it did when you first began taking it (efficacy).
- Signs of not taking medications as prescribed.
- How often you take the medication.
- How long you may be expected to take the medication and, when appropriate, discontinuation of use.
- Some medications take a while before they take effect.
- 

**Benefits and Risks**—Being an informed client and actively participating in your behavioral and physical health care, you can help you minimize risks and maximize benefits from your medications. It's important to remember that no medication is completely risk-free; all medicines carry some level of risk. When the U.S. Food and Drug Administration (FDA) approves a drug, it means the benefits are considered to outweigh the known risks, as detailed on the medication's information provided by the manufacturer.

## **Your Choices**

- **For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.
- **In these cases, you have both the right and choice to tell us to:**
  - Share information with your family, close friends, or others involved in your care.
  - Share information in a disaster relief situation.
  - Include your information in a hospital directory.
  - If you are not able to tell us your preference, for example, if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.
- **In these cases we never share your information unless you give us written permission:**
  - Marketing purposes.
  - Sale of your information.
  - Most sharing of psychotherapy notes.
- **In the case of fundraising:**
  - We may contact you for fundraising efforts, but you can tell us not to contact you again.

- **Get a list of those with whom we've shared information**
  - You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
  - We will include all the disclosures except for those about treatment, payment, and healthcare operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
- **Get a copy of this privacy notice**
  - You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
- **Choose someone to act for you**
  - If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
  - We will make sure the person has this authority and can act for you before we take any action.
- **File a complaint if you feel your rights are violated**
  - You can complain if you feel we have violated your rights by contacting us using the information on the back page.
  - You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints](http://www.hhs.gov/ocr/privacy/hipaa/complaints).
  - We will not retaliate against you for filing a complaint.

Providers such as physicians, clinicians, physician assistants, advanced nurse practitioners, nurses, pharmacists, case managers, therapists may make up your healthcare team. To reduce the risks related to using medicines and to gain maximum benefit, you need to play an active role on the team. After you have considered all the information regarding medications, you can decide if the benefits outweigh the risks. The final choice is yours or your guardian's, if applicable.

To reduce risks and maximize benefits:

- Read the label every time you fill your prescription--before you leave the pharmacy. Be sure you have the right medicine and understand how to use it.
- Read the label every time you are about to take the medicine—to be sure it is the right medicine, taken at the right dosage as directed by your provider, right way, and at the right time.
- Take the recommended dose exactly as prescribed—increasing the dosage without consulting a provider will not make you feel better faster, and may pose risks unless monitored by a provider.
- Take all the medicine as directed—even if you start to feel better before the prescribed length of time.
- Don't take medicines prescribed for another person or give yours to someone else.
- Pay attention to how you feel and notify your health team of any problems.
- Call your doctor immediately if you have any problems with your medicine, it interacts negatively with other medications, or if you are worried it might be doing more harm than good. Your doctor may be able to adjust the dose or change your prescription to a different one that may work better for you.
- Do not stop taking prescribed medications without first consulting your health team. Some medications take time to become fully effective, and others may need to be gradually reduced to prevent unwanted side effects. Always seek guidance before making any changes to your medication regimen.

**Pregnancy**—Pregnant individuals should be particularly careful about weighing the risks and benefits of taking medications. Not all medications are safe to take during pregnancy. Some important considerations include:

- Pregnancy can alter how your body processes medications. It is important to ask your healthcare provider if your medication dosage needs to be adjusted.
- Even common over-the-counter medicines, such as certain pain relievers, can be harmful to both the pregnant individuals and the fetus at specific stages of pregnancy.
- Many individuals develop serious medical conditions, such as asthma, diabetes, high blood pressure, and epilepsy, that require medication during pregnancy. However, risk of stopping a medication could be greater than continuing it during pregnancy. Individuals should always consult a healthcare professional before stopping or starting a medication while pregnant or while trying to get pregnant.
- Check the labels on both over-the-counter and prescription medications for any warnings about use during pregnancy.

#### **HOW ARE EMERGENCIES HANDLED?**

Trained staff are available to assist you in any emergency situation.

- Emergency Psychiatric Services are available 24 hours, seven days a week, through the phone number on the front of this brochure which provides contact with a mental health professional in minutes. Call 987-ROCK.
- Should you and your clinician determine that hospitalization is appropriate, a clinician can help make the necessary arrangements.
- In case of medical emergency, staff trained in first aid and CPR are available to assist. First aid kits are available at every location. More intensive emergency services are referred to appropriate medical services.
- If there is a fire or tornado, instruction will be given by staff.
- Emergency evacuation routes, designated shelter areas and fire extinguisher locations are posted on maps throughout the agency. If further directions are needed, see the receptionist at each facility.

## **Your Rights**

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

- **Get an electronic or paper copy of your medical record**
  - You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
  - We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- **Ask us to correct your medical record**
  - You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
  - We may say “no” to your request, but we’ll tell you why in writing within 60 days.
- **Request confidential communications**
  - You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
  - We will say “yes” to all reasonable requests.
- **Ask us to limit what we use or share**
- You can ask us not to use or share certain health information for treatment, payment, or our operations.
  - We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or healthcare item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
  - We will say “yes” unless a law requires us to share that information.

## Notice of Privacy Practices

**Your Information.**

**Your Rights.**

**Our Responsibilities.**

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

**Please review it carefully.**

- If a psychiatric emergency occurs, the least restrictive actions will be used to assure the safety of yourself and others.

### **AS A CLIENT OF RED ROCK BHS, YOU HAVE THE FOLLOWING RIGHTS (Per OAC 450:15-3-27):**

1. Each consumer shall retain all rights, benefits, and privileges guaranteed by law except those lost through due process of law.
2. Each consumer has the right to receive services suited to his or her condition in a safe, sanitary and humane treatment environment regardless of race, religion, gender, ethnicity, age, degree of disability, handicapping condition or sexual orientation.
3. No consumer shall be neglected or sexually, physically, verbally, or otherwise abused.
4. Each consumer shall be provided with prompt, competent, and appropriate treatment; and an individualized treatment plan. A consumer shall participate in his or her treatment programs and may consent or refuse to consent to the proposed treatment. The right to consent or refuse to consent may be abridged for those consumers adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law. Additionally, each consumer shall have the right to the following:
  - a. Allow other individuals of the consumer's choice participate in the consumer's treatment and with the consumer's consent;
  - b. To be free from unnecessary, inappropriate, or excessive treatment;
  - c. To participate in consumer's own treatment planning;
  - e. To receive treatment for co-occurring disorders if present;
  - f. To not be subject to unnecessary, inappropriate, or unsafe termination from treatment; and
  - g. To not be discharged for displaying symptoms of the consumer's disorder.
5. Every consumer's record shall be treated in a confidential manner.
6. No consumer shall be required to participate in any research project or medical experiment without his or her informed con-

sent as defined by law. Refusal to participate shall not affect the services available to the consumer.

7. A consumer shall have the right to assert grievances with respect to an alleged infringement on his or her rights.
8. Each consumer has the right to request the opinion of an outside medical or psychiatric consultant at his or her own expense or a right to an internal consultation upon request at no expense.
9. No consumer shall be retaliated against or subjected to any adverse change of conditions or treatment because the consumer asserted his or her rights.

A synopsis of the Client Bill of Rights is posted in each lobby, on the website, and in the client portal.

### **You may receive a full Client Bill of Rights upon request.**

#### **WHAT IS EXPECTED OF ME?**

- You will be expected to attend scheduled sessions with your treatment team. If you miss an appointment with your clinician, a letter will be sent requesting that you contact with the office to reschedule.
- Please notify your assigned clinician, case manager or psychiatrist if you wish to discontinue services. If you do not contact Red Rock within 30 days, you may be discharged from services and will have to be evaluated for readmission. If your chart is closed, you will also be discharged from medication clinic services, and a new intake will be required to reinstate services.
- Aggressive behavior will not be tolerated on Red Rock property. If a person becomes aggressive or assaultive, you will be asked to leave the premises. Law enforcement may be notified, and hospitalization or legal action may be pursued.
- Weapons are strictly prohibited on Red Rock property. Anyone found carrying a concealed weapon on Red Rock property will be asked to remove their weapon or leave. Failure to comply with the request may result in notification to , and Law Enforcement.
- You are prohibited from bring any alcohol, marijuana, or illicit substances or drugs on Red Rock property. You will be expected to attend services sober and not under the influence of any alcohol, marijuana, or illicit substances. . If you arrive for services under the influence of alcohol, marijuana, or illicit substances, you may be asked to reschedule your appointment., .

**Elk City OP / URC**  
3080 W. Third  
Elk City, OK 73648  
OP: 580-225-5136  
URC: 580-303-9515

**Hobart OP**  
216 S. Main Street  
Hobart, OK 73651  
580-726-2452

**Kingfisher OP**  
107 N Main  
Kingfisher 73750  
405-776-0500

**Norman OP**  
900 N Porter Ave #110  
Norman 73071  
405-914-4850

**Shawnee OP**  
101 North Union  
Shawnee 74801  
405-275-7100

**Watonga OP**  
216 A Street  
Watonga 73772  
580-623-7199

**Weatherford OP**  
2250 N. Airport Road  
Weatherford 73096  
580-375-6300

**Yukon OP**  
1501 Commerce  
Yukon 73099  
405-354-1928

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, AOD/DUI evaluations, MAT services, Drug Court

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, AOD/ DUI evaluations

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, Drug Court

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, Mental Health Court

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, MAT Services

Outpatient Therapy, Medication Clinic, Case Management, Psychiatric Rehab, Peer Support Services, Wellness, Systems of Care, MAT Services, Drug Court

Drug Court, Regional Prevention Coordination

<b>Norman Crisis Unit</b>	<b>Weatherford Crisis Unit</b>	<b>Shawnee Crisis Unit</b>	<b>Children's Crisis Unit</b>
900 E Main St. Bldg 52 Norman, OK 73070 <b>405-307-4800</b>	2250 N. Airport Rd. Weatherford, OK 73096 <b>580-375-6300</b>	1420 N Harri- son Ave. Shawnee, OK 74801 <b>405-214-4777</b>	4404 N. Lincoln Blvd. OKC, OK 73105 <b>405-425-0333</b>

## **Red Rock Hours & Contact Information**

**Outpatient locations are open  
8-5 Monday-Thursday; 8-4 on Friday;  
Evening or weekend appointments are available as  
needed.**

**Red Rock Access Center  
405-424-7711 or toll free 1-855-999-8055**

### **OKC Metro Outpatient (OP)**

4400 N. Lincoln  
Blvd.

OKC 73105  
405-424-7711  
(V/TDD)

### **MAT Clinic**

4300 N. Lincoln  
Blvd.

OKC 73105  
405-425-0409;  
405-245-0170

### **Planet Rock**

4130 N. Lincoln  
Blvd.

OKC 73105  
405-267-3246

### **Expressions**

2245 NW  
39th Street  
OKC  
73112

405-521-0897

### **PACT Program OKC**

4420 N. Lincoln  
Blvd.

OKC 73105  
405-425-0341

### **Chandler OP**

112 N. McKinley  
Chandler 74834  
405-258-3040

### **Chickasha OP**

West 804 Choc-  
taw

Chickasha  
73018  
405-222-0622

Outpatient Therapy, Medication Clinic, Case Manage-  
ment, Psychiatric Rehab, Peer Support Services, Well-  
ness, Community Housing

**MAT Clinic** provides outpatient Medication Assisted  
Treatment for persons with opioid and other substance  
use disorders.

**Planet Rock** provides outpatient therapy, peer support  
& wellness services for infants, children, adolescents,  
youth, families, Systems of Care

Outpatient Therapy and free HIV and Hep C testing

**PACT** is a Program of Assertive Community Treat-  
ment—outreach oriented, service delivery for people  
with severe & persistent mental illnesses & those with  
co-occurring disorders, who are most at-risk of psychi-  
atric crisis, hospitalization, and involvement in the  
criminal justice system

Outpatient Therapy, Medication Clinic, Case Manage-  
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- Tobacco use is strictly prohibited on Red Rock property. To ensure the best possible treatment, you will be expected to report all symptoms and side effects from any medications to your medication clinic provider.
- You are expected to attend all outpatient services prior to your medication clinic appointment. If you do not attend your outpatient appointments, your medication clinic appointment may not be scheduled. Unscheduled medication appointments are available to individuals on an emergency basis. To receive an emergency appointment, you must be assessed and referred by a Red Rock staff member.
- **Please be aware that each treatment program has its own set of specific rules,.. Any violations of program rules are handled on a case-by-case basis. Clients have the opportunity to meet with the treatment team to discuss regaining any privileges that may have been restricted.**

### **AS A CLIENT OF RED ROCK BHS, YOU HAVE THE FOLLOWING RESPONSIBILITIES:**

- To ensure the best possible treatment, you will be expected to be honest and open about your concerns and actively participate in your treatment planning and treatment services. Please show respect and courtesy to other clients and staff, and always be mindful of the opinions and beliefs of others. . If there is any part of your treatment that you do not agree with or understand, it is important to ask questions. Additionally, inform your clinician if you need any special assistance.
- Parents are expected to inform the clinician of any problems or concerns regarding their child prior to each session
- It is very important that you arrive on time for all appointments. If you are more than 15 minutes late, your appointment may need to be rescheduled.
- Please cancel any appointment at least 24 hours in advance. Failure to attend two consecutive intake appointments may result in a longer waiting period to receive services.
- Parents should not drop off children for their sessions. Parents are expected to remain available during each session to consult with the clinician regarding their child's treatment.

- To ensure the highest quality of treatment for your child, parents are required to attend and participate in family sessions. Failure to participate may result in your child being discharged from services.
- You will be expected to pay any required fee for your services at the time they are provided, including any co-pays for services or medications. If you are unable to pay at the time of services, please inform your clinician so that arrangements can be made and/or your appointment can be rescheduled.
- Please inform your clinician of any changes in your personal situation, such as name, address, phone number, family size, income, or insurance.

#### **CLIENT GRIEVANCE PROCEDURE**

You have the right to file a grievance when they think there has been an infringement of your client rights. The purpose of the grievance process is to provide you with a fair, straightforward, effective, and timely method for resolving your grievance. This process ensures that individuals filing grievances are free from restraint, coercion, reprisal or discrimination. You will not face any retaliation for filing a grievance.

#### **HOW TO ASSERT A GRIEVANCE**

There is no time limit on when a grievance can be filed or submitted to your grievance advocate. However, it is recommended that you file your grievance as soon as possible in an attempt to resolve the grievance in a timely manner.

## **Are you a victim of Domestic Violence?**

Red Rock Behavioral Health Services offers confidential and compassionate support for individuals impacted by domestic violence. Our team is dedicated to helping you with respect and privacy, providing guidance, safety planning, and resources wherever is most convenient for you. Red Rock has dedicated Domestic Violence Liaison ready to support you. While our main office is located at 4400 N. Lincoln Blvd., OKC, OK 73105, assistance is available at any Red Rock location.

In addition to our services, several other resources are available to provide further support and assistance:

- **Oklahoma SafeLine:** A confidential, toll-free, 24-hour hotline offering help and information about domestic violence, stalking, and sexual assault. Interpretation services are available in 150 languages. You can call or text 1-800-522-SAFE (7233).
- **National Domestic Violence Hotline:** Provides 24/7 confidential support through phone or live chat for individuals in abusive relationships. Call 1-800-799-SAFE (7233) or text "START" to 88788.
- **YWCA Oklahoma City:** Offers a 24-hour Domestic Violence Hotline at 405-917-9922 and a Sexual Assault Hotline at 405-943-7273. They provide emergency shelter, counseling, and advocacy services



## **Are you a victim of violent crime?**

The Crime Victims Compensation Act provides a way to help victims of violent crime. All of the money given to victims comes from federal and state offenders through fines and penalties.

An arrest of the offender does not have to take place in order to be eligible to file a claim; however, the victim/claimant is expected to fully cooperate in the apprehension, investigation and prosecution of the offender.

Eligible claimants are the victim, a dependent of a deceased victim, or a person authorized to act on behalf of a victim. Applicants must meet the following:

1. The crime must have occurred in Oklahoma.
2. The crime must have been reported to law enforcement within 72 hours of the incident. The Board or administrator may find good cause for failure to report within this period. Exceptions are always made for child victims.
3. The claim for compensation must be filed within one year of the crime-related injury of the victim.
4. The claimant is required to fully cooperate with police, prosecution and other law enforcement entities during the investigation and prosecution of the offender.
5. Compensation shall not be awarded to a claimant if it would benefit the offender or an accomplice, and the claimant must not have been the offender or accomplice.
6. Compensation that could be awarded to a claimant shall be reduced or denied, depending on the degree of responsibility for the injury or death that is attributable to the victim.

This fund can provide money for funeral expenses, lost wages, counseling, medical expenses, rehabilitation, loss of support, replacement services, crime scene clean up and future economic loss as related to the crime.

For more information visit [http://www.ok.gov/dac/Victims\\_Services/](http://www.ok.gov/dac/Victims_Services/)

## **STEP 1 – INFORMAL RESOLUTION**

First, please attempt to address the issue by discussing it directly with the individual(s) you believe have violated your rights. Clearly express your concerns and explain why you believe your rights have been violated. Open communication often leads to a better mutual understanding and can help resolve matters without causing unnecessary conflict or hurt feelings. If you still feel the conflict has not been resolved, contact your Grievance Advocate who can help you to complete a formal Client Grievance Form.

## **STEP 2 – FORMAL FILING OF A GRIEVANCE**

If you were unable to resolve the matter informally, please ask your Grievance Advocate (named on the cover of this guide) or any staff member for a Grievance Form. The Grievance Advocate is there to help and advocate for the consumer. Should you need help filling out the form, they will assist you. Please sign and date the form and give it to the Grievance Advocate or any staff member. The staff member will see that the Grievance Form is given to the Grievance Coordinator (named on the cover of this guide). Upon receipt of the Grievance Form, the Grievance Coordinator will contact you and attempt to resolve the grievance.

## **STEP 3 – GRIEVANCE RESOLUTION**

If the issue cannot be resolved with the Grievance Coordinator, the coordinator will refer the grievance to the Grievance Administrator.

The Grievance Administrator will contact you to address the issue or concern and determine a final resolution.

If, after contacting the Grievance Administrator, your grievance is still not resolved or if you are dissatisfied with the outcome and would like to appeal the decision, you may contact Red Rock's Corporate Compliance Officer as noted on the back cover. You may also contact ODMHSAS Commissioner or designee to file an appeal.

If the grievance is about the Grievance Advocate, Grievance Coordinator, or Grievance Administrator, they are skipped in the process.

At any time, you may contact the Consumer Advocate Division of the Department of Mental Health and Substance Abuse at 1-866-699-6605.

### **CONFIDENTIALITY**

Red Rock adheres to all federal and state confidentiality rules and regulations including, but not limited to, 42 CFR Part 2, 43A O.S. § 1-109, and OAC 450:15-3-20.1. All information received by Red Rock BHS pertaining to you and your treatment at Red Rock is confidential. No part of your medical record will be released to any person, bureau, or agency unless the following conditions apply:

- Written consent by you.
- In emergency situations where you or others may be at risk due to your potential actions,
- In any known or suspected cases of child or vulnerable adult abuse.
- When a judge issues a court order or issues a warrant for the medical record.
- For treatment, payment, or health care operations.
- Commission on a crime on Red Rock premises or against a Red Rock personnel
- Audit and evaluation activities
- In a lawsuit filed against Red Rock or its personnel regarding client care
- When failure to disclose presents a serious threat to the health and safety of a person or the public

Red Rock staff cannot tell anyone anything about you without your permission, except in the above-listed circumstances. For example, we will not tell anyone calling the agency whether or not you are receiving services from us unless you authorize us to do so in

## **Notice of Nondiscrimination**

Red Rock Behavioral Health Services:

1. Ensures that no individual is denied services, including, but not limited to crisis management services, because of inability to pay, race, color, sex, sexual orientation, age, national origin, disability, religion, or gender identity.
  2. Provides appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, free of charge and in a timely manner, when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities;
  3. Provides language assistance services, including translated documents and oral interpretation, free of charge and in a timely manner, when such services are necessary to provide meaningful access to individuals with limited English proficiency.
- Please let a staff member know if you need assistance with resources noted in 2 and 3 above.
  - You may also contact our Corporate Compliance Officer, Katherine Harris at 405-424-7711.
  - If you believe your rights have been violated please note our grievance procedures located in this booklet.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

## **RED ROCK IS A TOBACCO FREE CAMPUS**

To fully comply with the ODMHSAS' policy on tobacco, each Red Rock campus is considered to be a Tobacco Free Campus which means that visible possession and use of tobacco products are prohibited anywhere on Red Rock property. Tobacco products are defined as any nicotine delivery product or device that is not approved by the U.S. Food & Drug Administration (FDA) for the purpose of nicotine dependence treatment; including, but not limited to:

- Cigarettes
- Cigars
- Snuff
- Chewing Tobacco
- Electronic Cigarettes
- Vaping Devices
- **Medical Marijuana** - All smokeable, vaporized, vaporable, and e-cigarette Medical Marijuana and Medical Marijuana products smoked by a client with a Medical Marijuana card are subject to the same restrictions for tobacco under Section 1-1521 et. seq. of Title 63 of Oklahoma statutes, commonly referred to as the "Smoking in Public Places and Indoor Workplaces Act."

Red Rock appreciates your assistance in keeping its campuses  
TOBACCO FREE.

## **ILLICIT AND LICIT DRUGS**

The police or sheriff's department may be notified when illicit or inappropriately obtained prescribed (licit) drugs are found on a client or on Red Rock premises.

Poison Helpline 1-800-222-1222

writing. There is no time limit on your right to confidentiality. For example, even if you have not received services at Red Rock for twenty (20) years, you still have your right to confidentiality. Additional information about confidentiality of mental health and substance use disorder records can be obtained through the Medical Records Department.

Access to personal medical records by current or former clients is generally permitted unless the individual responsible for the client's care and treatment determines that providing such access would be reasonably likely to endanger the life or physical safety of the client or another person.

## **HOW DOES RED ROCK GATHER INFORMATION ON YOUR SATISFACTION WITH SERVICES?**

Red Rock is interested in how satisfied you are with your services as well as the progress you are making. We gain this information in several ways:

- Satisfaction surveys are randomly collected throughout the year during the course of treatment.
- Satisfaction surveys are randomly collected by phone or mailed to you at home after completion of services.
- Progress on your individualized service plan.
- Your communication with your clinician.
- Suggestion Boxes.

When clients are satisfied with services, they are more likely to adhere to their individual service plans and remain in treatment.

**Red Rock offers convenient, anonymous and confidential HIV counseling, testing, and referral at our main office located at 4400 N. Lincoln Blvd., OKC, OK 73105 and at Expressions Community Fellowship situated in our outreach location at 4010 N. Youngs Blvd., OKC, OK 73112.**

Additionally, Red Rock will provide a referral to a testing site that is most convenient for you and your family. Additional Counseling and Education are available for the consumer and their partner.

Oklahoma HIV/AIDS Hotline 1-800-535-AIDS (2437)

### **FACTS YOU NEED TO KNOW ABOUT TUBERCULOSIS (TB)**

**Free TB testing is provided at many local County Health Departments.** Red Rock will provide a referral to a testing site that is most convenient for you and your family members.

Oklahoma State Department of Health <https://www.ok.gov/health/>  
(405) 426-8000 | toll free: 1-800-522-0203

### **HEPATITIS**

**Free Hepatitis testing and vaccination is available at many local County Health Departments.** Red Rock will provide a referral to a testing site that is most convenient for you and your family members.

Oklahoma State Department of Health <https://www.ok.gov/health/>  
(405) 426-8000 | toll free: 1-800-522-0203

### **FACTS YOU NEED TO KNOW ABOUT TOBACCO USE**

The most recent data indicates that 50% of all psychiatric consumers smoke. In addition, it is estimated that between 70% and 90% of all consumers with a severe mental illness and/or co-occurring disorder smoke. Smoking or chewing tobacco stimulates the habitual user, creating a pleasurable feeling much like a high. Many people don't know they are addicted to cigarettes and other tobacco products. Nicotine is an addictive chemical in tobacco products. Tobacco use is associated with increased risk for the following:

- Heart attack, stroke, and cardiovascular disease
- Bronchitis, pneumonia, and emphysema
- Cancer of the lungs, mouth, throat, larynx, esophagus, stomach, pancreas, uterus, cervix, kidney, bladder, and some forms of leukemia.
- Reproductive complications such as, miscarriage, premature birth, birth defects, and especially, low birth weight babies and babies with developmental problems.

If you want to stop using tobacco products, Red Rock will provide additional information on the effects of using tobacco products as well as linkage and referral to cessation programs.

### **Want to quit smoking?**

[www.okhelpline.com](http://www.okhelpline.com)

1-800-QUITNOW (1-800-784-8669)

Services are also available in Spanish (1-855-335-3569)