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## **WELCOME TO DISCOVERY HOUSE**

We're happy you made it. You've come to the right place. We know it wasn't easy to get here, so take a minute to congratulate yourself, and then let us be your guide on the recovery journey.

Research shows that people who are opiate dependent who enter medication assisted treatment are healthier and safer than those who do not. Patients in medication assisted treatment programs live longer have fewer hospitalizations and are less likely to go to jail. They are less often infected with diseases like HIV.

At Discovery House you will receive medication, along with individual, and group therapy. Medication alone will not control the desire to get "high" but an adequate amount of medication will eliminate the overwhelming physical need to use other opiates. Individual and group therapy will provide the tools you need to fight cravings and rebuild your life.

Medication is not a cure for opiate dependence but is an effective treatment, when taken as prescribed. Thousands of patients just like you have resumed meaningful lives while in treatment.

## **Who do we treat?**

### **Eligibility**

- At least 18 years old
- Have at least a 1 year history of addiction
- Current physiological dependence
- Consent in writing to voluntary participation in medication assisted treatment
- Picture identification, Social Security card, and proof of income (or insurance) presented at time of admission.

Pregnant women may be admitted without proof of current dependence.

In accordance with Federal Regulations, priority for access to treatment will be given to applicants who are pregnant or have tested positive for HIV.

### **We want to know what you think**

Discovery House wants to know what you and your family think, so in addition to talking with your counselor, and other Discovery House associates you can talk with us in a number of other ways: The Patient Advocacy Group, patient surveys, questionnaires, suggestions, and grievances.

### **Feel shy about expressing yourself to others?**

Discovery House also has a private Internet site:

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

### **Opportunities help us improve**

A designated Corporate Grievance Team member will maintain a grievance log, which contains:

- Date of complaint
- Nature of complaint

### **Patient Grievance**

It is the policy of Discovery House to afford patients the opportunity to pursue a resolution to any concerns in a structured format that provides fair and equitable due process. Patients are encouraged to voice their complaint and/or grievances. It is Discovery House policy to review and respond to grievances submitted by both current and prior patients.

All associates will be trained on the Discovery House grievance procedure and tactics for grievance resolution, a record of training shall be maintained in each associate file.

Discovery House encourages the resolution of day-to-day issues informally with patients and their primary counselor. If the problem cannot be resolved to the satisfaction of the patient, the primary counselor will advise the patient of the grievance procedure outlined in this written plan.

Patients will be informed of the Discovery House grievance procedure during orientation to treatment services. In addition, they will receive a Patient Handbook which will detail the procedure. Laminated signs detailing the grievance process will be posted in a conspicuous location within the clinic.

Patients, their guardians, or their attorney may file a grievance.

Patients who file a grievance will in no way be subject to disciplinary action or reprisal in any form, including denial of services or loss of privileges as a result of filing the grievance.

The patient has the right to immediately contact the state regulatory agency if they perceive a threat of retaliation or imminent danger.

During the formal grievance process, the patient may request that a representative, of his/her choice, assist them. The patient will also be entitled to review any material obtained in the process of the grievance, except where it would violate another patient's confidentiality. The patient would have the right to present witnesses with information that is pertinent to the grievance, and the patient is entitled to receive written findings and recommendations.

The burden of proof is on Discovery House to demonstrate compliance with policies and standards to ensure each patient's rights.

## STEPS OF GRIEVANCE PROCESS

### LEVEL ONE- CLINIC LEVEL

- 1.) A written grievance will be filed with the director of the clinic in the event that the patient cannot resolve the issue informally.
- 2.) If the grievance involves the Director or there is an allegation of misconduct by an associate, the grievance will go directly to Corporate (Level II).
- 3.) The director, or designee, will arrange a meeting with the patient within 2 business days of the filing of the grievance and work toward a resolution with the patient. In the event,

the patient does not agree or is unwilling to meet (face-to-face) with the director or designee within 2 business days, then the director may extend the prerequisite to accommodate the patient's documented request.

- 4.) The Director will issue a written response to the patient within 5 Business days of filing the grievance.
- 5.) The patient's record will reflect documentation of the grievance, the meeting with the patient, and the outcome of the meeting.
- 6.) A Copy of resolved Level I grievance will be given to the Global Patient Advocate for data analysis and knowledge management.

#### APPEAL OF INITIAL DECISION

##### LEVEL TWO- CORPORATE LEVEL

- 1.) If the patient is unsatisfied with the findings at the Clinic level, the patient or consented representative may appeal the decision in writing or verbally to the Global Patient Advocate within 5 days of receiving the decision from the clinic. Clinic directors will be notified of the Corporate (Level II) grievance. The Global Patient Advocate and a clinic representative will compile information and present their findings to the Corporate Grievance Team. The information being collected will entail and not be restricted to:

- Discussion with the patient
- Review of the patient's record
- Discussion with sector director or
- Any additional associates

The Corporate Medical Director will review the patient's medical chart and make recommendations directly to the clinic's medical director.

- 2.) Any action taken against the grieving patient will be interrupted until a final determination of the investigation is made at the corporate level.

Exceptions:

- The clinic's medical director can make an exception if the medical benefit outweighs the postponement. In these unique situations, a clinical note will indicate the reason for the exception in the patient's record.
- If the Program Director, Medical Director, and Clinical Supervisor agree that a patient must be immediately discharged with or without detoxification, due to imminent health and safety issues, then action against the patient **will not** be interrupted until an investigation is complete. The clinic will make every effort to refer or transfer the patient to another program or level of care if there are ongoing medical and/or psychological concerns.

**In the instance of take home revocation – no reinstatement will be made until final determination of investigation.**

- 3.) The Corporate Grievance Team will be assembled based on the Grievance Team policy. The Grievance team will make a determination as to whether or not there is a need for an investigation by the Corporate Compliance team. If there is a need for an investigation then the Chair of the Grievance Team will forward the grievance, with the grievance teams' findings to the Corporate Compliance Officer. The Corporate Compliance Officer will be responsible for providing the patient with any subsequent written formal responses.

- 4.) If there is NO need for an investigation by the Corporate Compliance Team, the recommendations of the Corporate Grievance Team will be sent to the Chief Operating Officer for review. If consensus is reached, the patient will receive a formal written response from the Grievance Team Chair. In the event the Corporate Grievance Team and Chief Operating Officer are unable to reach consensus, then the Chief Executive Officer will be petitioned to review the disputed items and make a final ruling.
- 5.) Corporate Grievance Team's findings will be documented.

APPEAL OF CORPORATE GRIEVANCE OR COMPLIANCE TEAM  
DECISION LEVEL III - EXTERNAL

If an investigation by the Corporate Compliance Team was not warranted and the patient is not satisfied with the Level II – Corporate Decision, then the patient will be instructed to contact the Global Patient Advocate for further assistance.

The Global Patient Advocate will attempt to resolve the patient's grievance a final time.

In the event that the Global Patient Advocate can not resolve the matter internally, then they will provide the patient with phone numbers to the appropriate independent external agencies.

A formal written response will be provided to the patient from the Corporate Grievance Team.

The Global Patient Advocate can be reached by calling 800-942-4540 ext. 108 during normal business hours.

All associates will be trained in the implementation of the grievance process.

Any grievance against specific associates will be handled in accordance with personnel policies.

## **There are confidentiality laws that protect your information**

### **You should know:**

Discovery House will comply with all state and Federal regulations, HIPAA & 42 CFR PART 2 (June 9, 1987) and all state regulations governing confidentiality. When Federal and state requirements on this subject differ, Discovery House will adhere to the stricter of the two regulations.

Discovery House will not disclose any information identifying you unless:

1. We are sharing necessary information among our staff;
2. We are giving general information outside the clinic which cannot identify you as an individual;
3. You give us written permission, with the following conditions:
  - Any information released about you to individuals, organizations, employers and/or agencies, including spouse or partners, parents, children, friends, other patients, third party payers and the justice system will be done so only with your ***prior written*** consent.
  - Federal regulation does not allow for verbal authorization or blanket consents.
  - Forms utilized for the purpose of consent to release of information must be filled out appropriately and ***completely***, and a copy offered to you. You will not be asked to sign a blank release.
  - The release must identify to whom the information is being given, what specific parts of the record must be released, the reason for releasing the information, and the time period the release is valid.
  - You may revoke a release at any time.

4. We have special agreements with other service providers who promise to obey confidentiality regulations and who cannot disclose that information to any other party;
5. When there is a medical emergency (this may include providing information about your dose level and dates if you are hospitalized or jailed);
6. When a judge issues a specific written court order which identifies what parts of the record must be released;
7. For research and audit purposes when specific information identifying you cannot be disclosed;
8. We believe you have committed a crime on the clinic premises;
9. You make statements and we suspect there has been child abuse and/or neglect.

*In the State of Pennsylvania the following applies:*

Information released to judges, probation or parole officers, insurance companies and health or hospital plans or governmental officials, is for the purpose of determining the advisability of continuing the patient with the program and will be restricted to the following:

- Whether the patient is or is not in treatment
- The patient's prognosis
- The nature of the project
- A brief description of the patient's progress.
- A short statement as to whether the patient has relapsed into drug or alcohol abuse and the frequency of such relapse.

### **About medication assisted treatment**

Medication assisted treatment is proven to be an effective way to treat opiate dependence. However, like all medications methadone has its own specific properties that you should be aware of.

It is important that you tell a Discovery House nurse or doctor if you are being prescribed any other medications and it is equally important that you tell anyone who is prescribing other medications that you are receiving medication assisted treatment. As part of your treatment Discovery House medical associates will want to communicate with other treatment providers.

There are some medications that will effect your reaction to methadone by either making it less effective or by exaggerating the effects.

Some medications that may cause the liver to process your methadone more quickly and require an increased methadone dose:

Carbamazepin (tegretol)	Phenatoin ( Dilantin)
Neverapine (Virammune)	Rifampin
Efavirenz (Sustiva)	Amprenavir (Agenerase)
Ritonavir ( Norvir)	

Some medications that may cause withdrawal and SHOULD NOT be taken:

Pentacocine (Talwin)	Naltrexone (Revia)
Tramadol (Ultram)	

Some medications whose initial reaction may be over sedation but then may cause withdrawal:

Benzodiazipine (Valium)	(Xanax)
Alcohol	Barbituates

There are always new medications available, so the safest way to ensure that you will not have any interaction effects is to take all medications to the Discovery House nurse for validation and review.

If you do not “feel right” on the amount of methadone prescribed it probably isn’t right and you should speak to your counselor.

### **Overdose Risks**

You should be aware that there are some behaviors that may put you at risk for an overdose:

- Exaggerating your habit when you enter treatment
- Not telling anyone if you are getting “loaded” on your dose
- Telling Discovery House associates that you are still in withdrawal to get more medication
- Being over sedated and telling people that you are just tired and need to be left alone

### **Other tips:**

- If you are still using don’t use alone
- Don’t use in combination with other drugs, particularly unknown drugs
- If you stop taking your methadone don’t think you can resume your use at the same level (This is a major cause of overdose)

### **Signs of overdose:**

- Not breathing
- Turning blue

- Not responding
- Snoring deeply

If you encounter someone in any of these states call **911** IMMEDIATELY do not attempt to let them sleep it off.

### **Think twice**

#### **Never share your medication with anyone**

At Discovery House we are aware of the results of patients sharing their medication with others. This can be deadly so whether well-intended to help someone you care about who is in withdrawal or because you are trying to make some extra money be aware that it is illegal and you may end up facing additional legal charges if someone dies.

You risk everyone's opportunity to get treatment when you make this sometimes fatal and always illegal mistake.

### **Services available to you**

#### **Let us help**

We understand how drug addiction effects the relationships that are important to you, so Discovery House associates are happy to provide education and counseling to your loved ones. We can also help you to begin to mend the gap that has divided you through couples counseling and other family counseling services.

Discovery House works closely with community resources, such as local employment agencies and vocational training centers. A counselor may be able to assist you in obtaining educational assistance or job placement.

If you or your counselor think that you may have some other problems that should be treated you will be referred to another provider for the needed service.

Our competent associates are able to provide the services or links to services that will offer you the best opportunity to have a full recovery from the effects of your addiction. Let us help you to get all that you deserve.

Some Discovery House sites offer Buprenorphine, another type of medication assisted treatment; contact us for more information on that service.

### **We're here for you 24/7**

Access to Discovery House staff is available for **emergencies** 24 hours a day, 7 days a week.

- Just call the regular number for your clinic and it will page a Discovery House associate who will return the call as quickly as possible. Routine business calls will be returned during normal business hours.
- Emergencies typically involve medication issues which need to be addressed immediately. **Scheduling or rescheduling appointments are not emergency situations.**
- Patients with medical emergencies or mental health emergencies need to contact or go to the nearest hospital emergency room or call a mental health provider. Your clinic has a cooperative agreement with this agency and posts the name and phone number on the clinic door.

## **You too can be a success story**

Success is defined in different ways for different people, find your own definition of success and let us help you make it a reality

- Reestablish your relationships
- Manage, or reduce some of the problems you have had to deal with as a result of your addiction, by discontinuing your drug use.
- Change some of the things you do that have caused you problems in the past.
- Feel more in control of your life.
- Find new sober friends to help you continue on the road to success, become involved with self-help groups that will give you the support you need.
- Reduce your medication at a rate YOU can handle and transfer to our aftercare, or our medication free service program.
- Finish your aftercare program and meet your goals for discharge

## **Leaving suddenly can cause you problems**

Sudden and impulsive termination of medication assisted treatment is dangerous. It can cause severe withdrawal symptoms and will almost certainly cause you to return to drug

abuse. If you believe you have a problem or concern which might cause you to leave suddenly, please see your counselor or a program administrator as soon as possible for assistance.

### **Sometimes it just doesn't work out**

Involuntary administrative termination is the withdrawal of treatment services by Discovery House because of one or more of the following reasons:

- You present a danger to yourself, other patients or the staff.
- You have had no contact with the clinic for thirty days or have not dosed for more than seven days (absent without leave).
- It is clear you have not worked towards treatment goals outlined in your treatment plan;
- Non-compliance with contracts and treatment plan

An involuntary withdrawal generally lasts between 10 and 21 days, depending on clinical and medical conditions.

Discovery House reserves the right to immediately discharge you if, in the Program Director's judgment, the safety and well being of the program and associates is being threatened. Some examples of grounds for immediate discharge: client threatening or assaulting an associate or anyone on the premises.

### **You have to do your part**

People enter medication assisted treatment feeling overwhelmed by their dependence on heroin or other opioids. Not everyone who comes to Discovery House has the same treatment goals.

Regardless of why you are here, Discovery House expects you to want to ***change something about yourself and your life***. We believe we have services that can help you do that, we are here to help you make the changes you need in your life.

### **Let's not forget the rules**

Discovery House has a number of rules that every patient must follow in order to maintain a safe and workable recovery environment for everyone.

- In order to complete a nursing assessment hats and sunglasses must be removed at the dosing window. Beverages or children are not allowed at the dosing window.
- Weapons of any kind are not allowed within the clinic or on the clinic grounds.
- Possession or sale of illicit substances on or around the Discovery House premises.
- Verbal and physical abuse of patients and staff is not tolerated.
- You are expected to respect Discovery House property.
- Smoking is not allowed within the clinic, only in designated areas outside.
- Loitering in or around the clinic or on surrounding properties is not allowed.
- You are not allowed to bring recording devices into the clinic.
- You are expected to make and keep scheduled appointments. Missing appointments without notification or repeatedly rescheduling appointments may result in a treatment agreement.
- You are expected to pay the treatment fee on time, either through self payment or by maintaining insurance or other 3<sup>rd</sup> party payers.

## **When you're ready**

When you're ready, when it's time, speak to your counselor about take home medication. Take homes are often a big part of how you define success. Relax, define success on your own terms, take your time, and focus on the life changes that need to happen to make it work.

## **Drug Testing, when you work with your counselor you can't fail**

Drug tests are used to help guide your treatment; there really is no pass or fail when you work with your counselor to improve your life and meet your goals.

Drug testing is important for the Discovery House medical staff in making decisions about your medication needs.

Discovery House will not discharge you solely for positive drug test results; however it may result in a treatment agreement.

Generally Discovery House randomly observes you by camera when providing urine. Sometimes we may ask to observe you in person.

Although the state and federally approved labs are reliable, positive results may be confirmed upon request. There may be a fee for this service.

## **What about money?**

Weekly fees are to be paid every Monday. Financial problems should be brought to the Program Director's attention in order to work out a financial agreement.

