

Hennepin County Mental Health Center



Client handbook

Welcome to Hennepin County Mental Health Center

Thank you for choosing the MHC to meet your health and wellness needs. We will do everything we can to make sure you receive the care you need and that any barriers or concerns you encounter are fully addressed.

This handbook is designed to provide you with information that will help you be an active, satisfied participant in your care. It tells you about our staff and services and outlines policies and procedures that we'd like you to know about in order to get the most from your involvement here. If you have questions or need additional information about the contents of the handbook, please ask your provider for assistance.

As a program of the County's Human Services and Public Health Department, we embrace and promote the department's mission to strengthen individuals, families and communities by increasing safety and stability, promoting self-reliance and livable income, and improving the health of our communities.

We are committed to combating racism and reducing racial disparities through our policies, procedures and services as well as through our interface with other providers and our community.

Our vision, mission and values

Our vision:

Resiliency, stability and better quality of life for clients.

Our mission:

The Mental Health Center, by providing high quality mental health services, strives to improve the mental health of Hennepin County adults and children with serious mental illness or emotional disturbances. The MHC gives priority to those referred by Hennepin County departments or those who may encounter barriers to care.

Our values:

Excellence, accessibility, cultural competence, integrity, compassion, and respect.

Who we serve

The Mental Health Center serves adults who have serious mental illness and who may also have a co-occurring substance use disorder. We also serve children and adolescents who have severe emotional disturbance, have been abused or neglected, or have been court-ordered for services. We're licensed by the State of Minnesota as a DHS Rule 29 Community Mental Health Center.

The Mental Health Center is a county-supported facility designed to serve residents of Hennepin County or people for whom Hennepin County has financial responsibility. In most cases, if you move out of the County you are no longer eligible for our services but we will help you get connected with the care you need.

Our staff

The MHC team includes doctors, advanced practice nurses, psychologists, clinical social workers, nurses, and other health professionals. A Genoa pharmacist is on site to assist with medication needs. Our Human Services Representative can assist you with County eligibility supports and help with forms and applications for public insurance coverage. Our clinicians and team of administrative support staff work together to help you throughout your treatment at the MHC.

Our services

The Mental Health Center provides care using a well-coordinated, multidisciplinary approach and offers a range of services, including:

Assessments and evaluations

- Diagnostic assessments
- Psychiatric evaluations
- Psychological evaluations
- Combined (psychological & parenting) evaluations

Therapy and education

- Individual and group therapy
- Psychoeducation
- Consultation
- Wellness and general health education

Medication services

- On-site pharmacist
- Nurse line
- Medication management
- Genomic testing

Whole-person care

- Care coordination and resource assistance
- Collaboration with community partners and service providers
- Individual Placement and Support (IPS) program with Rise
- Outreach to people experiencing homelessness
- Primary health care to adult clients
- Treatment for co-occurring disorders

Hours

Monday: 8 a.m. to 5 p.m.

Tuesday: 9:30 a.m. to 5 p.m.

Wednesday: 8 a.m. to 5 p.m.

Thursday: 8 a.m. to 5 p.m.

Friday: 8 a.m. to 5 p.m.

Appointments may be scheduled at 612-596-9438. A number of our clinical services are also available on a walk-in basis.

In response to the COVID-19 pandemic, Hennepin County Mental Health Center is providing many services by phone and videoconference. Please contact our Central Scheduling team for questions related to client care.

Notice of Mandated Reporting

All MHC clinical staff members are mandated reporters. This means that we are required by law to report when we have reason to believe that a child is or has been (within the past three years) abused or neglected. We are also mandated to report maltreatment of a vulnerable adult such as abuse, neglect or financial exploitation. Additionally, all clinicians have a duty to warn potential victims if a MHC client or visitor makes a direct threat to a specific person.

Client rights and responsibilities

As a MHC client you have certain rights:

1. *Dignity and respect* — You have the right to always be treated with dignity and respect, and not to be subjected to any physical or verbal abuse or any form of exploitation.
2. *Safety and comfort* — You have the right to receive services in a safe, healthy and comfortable environment.
3. *Participation in your treatment* — You have the right to actively participate in the development of your treatment plan. You have the right to select the goals of your treatment and to involve friends and family in the planning of your care. You have the right to request changes in the services provided to you and to request that other staff members be assigned to provide your services.
4. *Individualized, responsive treatment* — You have the right to receive treatment that is sensitive and responsive to your age, gender, race, culture and ethnicity, sexual orientation, religion, social supports and disability status.
5. *Efficient and effective services* — You have the right to receive efficient and effective services from qualified, credentialed clinicians according to the MN Mental Health Treatment standards.
6. *Informed consent* — You have the right to receive necessary information regarding your diagnosis and treatment in a manner that is easy to understand and that helps you make appropriate, informed decisions about your care. This includes information about the potential benefits and known risks of a treatment, alternative treatment options available and any known side effects of a medication prescribed for you.
7. *Care coordination* — You have the right to have outside providers, programs, or services considered, involved, and/or informed in your treatment at the MHC. You will be asked to give your written consent. The reasons why this shared communication may be helpful will be explained to you. You have a right to refuse to involve others in your care and the consequences of doing so will be explained to you.

8. *Access to your records* — You have the right to see and review your medical record unless your treatment team determines that specific portions of the record shall not be disclosed in the interest of your safety and/or well-being. Ask your provider for details about this process.

9. *Confidentiality and privacy* — You have the right to confidentiality and privacy with the following exceptions:

- a. when you give written consent to the disclosure of information
- b. when/if your safety or the safety of others is threatened
- c. when an emergency makes urgent treatment necessary and sharing of information is needed to ensure proper care
- d. when it is necessary to cooperate with law enforcement, health, welfare and other state or federal agencies

10. *Service fees* — You have the right to be informed of any co-pays or fees you will be charged, a right to request that a fee be reduced or discharged and a right to refuse to apply for insurance coverage. You will not be denied service for inability to pay, but services may be limited if you refuse to apply for available coverage.

11. *Voluntary treatment* — You have the right (if you are voluntarily receiving treatment) to refuse any treatments or medications to which you have not consented.

12. *Involuntary treatment* — You have the right (if you are involuntarily receiving treatment pursuant to a court order) to be informed that there may be consequences if you fail or refuse to comply with the provisions of your treatment plan or to take any prescribed medication.

13. *Complaints* — You have the right to make a complaint concerning a violation of any rights listed here or concerning any other matter, and a right to be informed of the procedures and process for making such a complaint.

As a MCH client you have certain responsibilities:

1. *The Golden Rule* — You have a responsibility to treat all MHC clients, visitors, and staff with courtesy and respect. Treat others as you would like to be treated.

2. *Safety and comfort* — You have a responsibility to help ensure that we have a safe, healthy and comfortable environment. Loud, offensive, threatening or verbally abusive language or any physical aggression toward other clients, staff or property will not be tolerated. Weapons (functioning or replica) are prohibited.

3. *Provide necessary information* — You have a responsibility to provide all pertinent information needed for treatment. We will need insurance, financial, medical and personal information from you. Up-to-date and accurate contact and medical information is necessary for proper care.

4. *Participate in your treatment* — You have a responsibility to participate, to the degree possible, in understanding your need for services and developing mutually agreed upon treatment goals. Our clinical staff will assist you in setting and achieving the goals outlined on your treatment plan. However, much of the effort needed for change will come from you. You are expected to attend your appointments as scheduled, actively work on your goals and follow care recommendations that you have agreed upon with the members of your treatment team.

5. *Care coordination* — You have a responsibility to work with us to coordinate your treatment with other providers, programs, or services with whom you are involved. There may be consequences and or limitations to your treatment if you choose not to allow us to coordinate your care with others.

6. *Appointment attendance/cancellation* — You have a responsibility to notify us 24-hours in advance if you must cancel an appointment. If it appears that scheduled visits are inconvenient or difficult for you to keep, you may be referred to our drop-in services for evaluation, medication management, therapy groups, or individual counseling.

7. *Confidentiality* — You have a responsibility to keep confidential any information (including identity) about others who might be seeking/receiving treatment at the MHC. All information shared in group sessions should be kept confidential.

8. *Service fees* — You have a responsibility to apply/acquire insurance coverage for which you may be eligible and to make reasonable efforts to pay your share of any charges for treatment you receive in a timely manner.

9. *Complaints* — You have a responsibility to respectfully inform us if you feel you have been mistreated or are dissatisfied with your services. We take your concerns seriously and use the information you provide to improve the quality of your care.

Attendance

In an effort to help the most clients get the most benefit from our services we have established some attendance guidelines:

- An appointment will be considered a failed appointment/no-show unless canceled with at least **24-hours' notice**.
- Failed appointments for the first visit with a therapist, psychologist or prescriber for assessment and/or evaluation and psychological testing will not be rescheduled. These services will be available on a standby basis only. Our scheduling staff can explain your options to you if you miss your first appointment for any of these services.
- If you miss two appointments in a row or have inconsistent attendance, you will be invited to drop-in services for at least two visits. You may or may not be eligible to schedule appointments again in the future.

Pets

The MHC keeps a strict no-pets policy. Please leave your pet and/or emotional support animal at home when you come to the MHC. Service dogs are welcome!

Personal conduct

We are committed to keeping the MHC a safe and comfortable setting for you to receive your treatment. As noted in the rights and responsibilities section, we ask your cooperation by interacting with others using respectful tone, words and actions. Please note:

- Behavior that is offensive, unruly, intimidating or threatening will not be tolerated and will be managed by clinical, supervisory and security staff and may involve law enforcement.
- Possible consequences of disruptive behaviors include:
 - being asked to leave the MHC for the day
 - being required to make amends and sign a participation agreement as a commitment to avoid any further incidents
 - temporary or permanent demission from our services
 - legal action

If you have questions or would like more information about these guidelines, speak to your provider or a supervisor.

Forms

If you are a current, active client and are following your treatment plan, every effort will be made to complete relevant forms on your behalf within 5 business days.

Procedure for changing treatment providers

If you feel you cannot work effectively with the provider assigned to you, you may request a transfer to another staff member. Please discuss this directly with your provider. If you need additional assistance ask to speak with a supervisor. We'll work with you to resolve your concerns.

Because the transfer process may take up to 45 days, you are encouraged to keep any scheduled appointments until you are notified about a decision.

Procedure for voicing complaints

If there is a problem that interferes with or prevents you from receiving help or benefit from our services, please let us know.

- You are encouraged to attempt to address concerns/complaints through your provider. If the complaint is about your provider and you don't feel comfortable addressing it directly with that person, you may ask to speak with your provider's supervisor. The supervisor will work with you and, in some cases, your provider and other members of our treatment team, to resolve the issue to your satisfaction.
- If you do not feel your concerns have been adequately addressed, you will be offered the opportunity to submit a complaint form which the MHC's Manager will review. You will be contacted for a follow-up phone call or meeting. You can have someone with you during this meeting and the Manager may involve other MHC staff in the meeting.
- If you feel the issues are not resolved to your satisfaction, you or your representative may submit a written complaint to the Human Services and Public Health Department's (HSPHD) Area Manager. If you need assistance in writing the complaint, a staff member will help you. You may also request a meeting with the Area Manager.
- It is expected that the preceding steps will resolve complaints, but if you feel that we have not adequately addressed your concerns, you may, at any time, contact a representative from:

Hennepin County Human Services and Public Health Department
Office of the Ombudsperson A-1000 Government Center
300 S Sixth Street, Minneapolis, MN 55408
612-348-0239

State of Minnesota
Office of the Ombudsman for Mental Health and Developmental Disabilities
Metro Square Building
121 Seventh Place East, Suite 420, Saint Paul, MN 55101
651-757-1800; 1-800-657-3506

Hennepin County Mental Health Association
2021 East Hennepin Avenue, Suite 412, Minneapolis, MN 55401-1742
612-334-5784

MN Department of Human Services
Licensing Division
P.O. Box 64242, St. Paul, MN 55164-0242
651-431-6500

Important numbers

Appointments, referrals and information: 612-596-9438

Nurse Line: 612-543-0577

Fax: 612- 329-4500

Other: _____

If you need to leave a message:

- Spell your first and last names
- State your date of birth
- State your phone number
- State the reason for your call

Crisis services

In the case of a life-threatening emergency, **call 911**.

Hennepin County Medical Center's Acute Psychiatric Services (APS)

24/7 Walk-in help for mental health crisis

701 Park Avenue South, Minneapolis

612-873-3161

Hennepin County COPE team

24/7/365 Mobile Crisis Service

612-596-1223



Hennepin County
Public Health

1801 Nicollet Ave
Minneapolis, MN 55403
612.596.9438