



# MILESTONES PATIENT HANDBOOK

# Patient Handbook

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## NOTICE

The content of this handbook is not all-inclusive nor a promise or contract between Milestones and its patients. These guidelines are intended to help you understand how Milestones' policies and procedures apply to patients.

At any time, Milestones reserves the right to modify, change, suspend or cancel all or any part of the policies, procedures, and programs contained in this handbook. Milestones will, at its discretion, make changes and develop new policies and procedures. When possible and appropriate, Milestones will seek input from staff groups, exclusive employee representatives, and administrators. When Milestones develops or modifies new policies, procedures, and programs, it will notify patients as soon as possible. Differences that result from such changes will take precedence over the contents of this handbook.

For the most current policy information, contact Milestones.

This handbook can also be found online in PDF and audio format @ [www.milestonesclinic.com](http://www.milestonesclinic.com).

MILESTONES



CLINICAL & HEALTH  
RESOURCES

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## ABOUT US

Welcome to Milestones. We are pleased that you are considering or have chosen us to provide mental health services to you and/or your family members. Our staff is committed to working with you in a sensitive, private, and professional manner.

Milestones is a not-for-profit, certified mental health clinic. It is a division of Stone Belt. With over 20 years of experience, we provide a unique combination of behavioral and therapeutic approaches to address the mental health needs and provide comprehensive emotional care for each of our clients.

Milestones offers accessible, integrated mental health and behavioral support services for south-central Indiana children, adolescents,

families, and individuals with intellectual /developmental disabilities of all ages. Milestones is here to help with a continuum of high-quality care. What sets Milestones apart is our unique team approach to care. Each client and family/guardian becomes part of a team that may include psychiatrists, therapists, counselors and/or behaviorists. This approach ensures that all receive the best overall service.

### WHO WE TREAT

Milestones treats young people 3 to 18 years old and their families, young adults in vocational school, college or university (psychiatric services only), and individuals with intellectual/developmental disabilities of all ages.

## > Intellectual Disability

Intellectual disability is a below-average cognitive ability with three (3) characteristics:

- Intelligent quotient (or I.Q.) is between 70-75 or below
- Significant limitations in adaptive behaviors (the ability to adapt and carry on everyday life activities such as self-care, socializing, communicating, etc.)
- The onset of the disability occurs before age 18.

Intelligence refers to general mental capability and involves the ability to reason, plan, solve problems, think abstractly, comprehend complex ideas, learn quickly, and learn from experience.

Studies show that somewhere between one (1) percent and three (3) percent of Americans have intellectual disability. There are many causes of intellectual disability, factors include physical, genetic and/or social.

The most common syndromes associated with intellectual disability are autism, Down syndrome, Fragile X syndrome and Fetal Alcohol Spectrum Disorder (FASD).

Common causes occur from genetic conditions (Down syndrome and Fragile X syndrome are examples), problems during pregnancy (a pregnancy of the mother who drinks alcohol while pregnant can result in FASD), problems at the time of birth, health problems such as whooping cough, measles or meningitis and exposure to environmental toxins like lead or mercury.

The impact of having an intellectual disability varies considerably, just as the range of abilities varies considerably among all people. Children may take longer to learn to speak, walk and take care of their personal needs, such as dressing or eating. It may take longer to learn in school.

As adults, some people are able to lead independent lives in the community without paid supports.

A small percentage will have serious, lifelong limitations in functioning. However, with early intervention, an appropriate education and supports as an adult, all can lead satisfying lives in the community.

Sometimes intellectual disability is also referred to as developmental disability which is a broader term that includes ASD (autism spectrum disorders), epilepsy, cerebral palsy, developmental delay, fetal alcohol syndrome (or FASD) and other disorders that occur during the developmental period (birth to age 18).

The major differences are in the age of onset, the severity of limitations, and the fact that a person with a developmental disability definition may or may not have a low I.Q.

While some people with intellectual disability will also meet the definition of developmental disability, it is estimated that at least half do not meet the requirements for the developmental disability definition.

(SOURCE: The Arc)

## > Autism

Autism is defined by the presence of difficulties in three (3) areas: social deficits, communication problems and repetitive or restricted behaviors, with an onset in at least one area by age three (3). It may or may not be associated with language delays or intellectual disability.

It is estimated that one (1) in every 68 children is diagnosed with autism (and one (1) in every 42 boys), making it more common than childhood cancer, juvenile diabetes and pediatric AIDS combined. An estimated 1.5 million individuals in the U.S. and tens of millions worldwide are affected by autism.

## > Autism Spectrum Disorder

Autism Spectrum Disorder (or ASD) is a general term used to describe a group of complex developmental brain disorders known as Pervasive Developmental Disorders (PDD).

The other pervasive developmental disorders are PDD-NOS (Pervasive Developmental Disorder – Not Otherwise Specified), Asperger’s Syndrome, Rett Syndrome and Childhood Disintegrative Disorder. Many parents and professionals refer to this group as Autism Spectrum Disorders.

ASD is a “spectrum disorder” because it affects individuals differently and to varying degrees. There is no known single cause for ASD, but increased awareness and funding can help families today.

(SOURCE: The Arc)

## CENTER FOR CHILD/ADOLESCENT ANXIETY AND OCD TREATMENT

Stone Belt opened the Milestones Center for Child/Adolescent Anxiety and Obsessive-Compulsive Disorder Treatment. This new anxiety center is a part of Milestones Clinical and Health Resources.

The objective is to help children, adolescents, and their families understand their diagnoses and to provide scientifically supported treatment and recovery with strategies for lifelong management. The clinic offers a multidisciplinary treatment team that includes a psychiatrist and three therapists trained in evidence-based care.

What sets this program apart is the advanced training as master clinicians in anxiety-related disorders and obsessive-compulsive disorder. The

treatment team’s commitment to care will include a consistent staffing of cases to offer maximum benefit to clients. The clinic offers treatment fidelity and flexibility to meet the developmental needs of each individual.

Stone Belt is committed to providing ongoing professional development through trainings, webinars, and attendance at special conferences for the master clinicians.

Diagnostic categories include: generalized anxiety disorder (GAD), obsessive-compulsive disorder (OCD), phobias, social anxiety, panic, trichotillomania, separation anxiety and selective mutism.

To access care, call 812-333-6324, ext. 623, and staff will help identify treatment needs.

## SERVICES WE OFFER

Milestones is a certified, outpatient mental health clinic offering a wide range of supports. We provide a unique combination of behavior and therapeutic approaches to address mental health needs and provide personal care for each of our clients.

### > Psychiatric Services

Milestones specializes in providing psychiatric services to children and adolescents and individuals with disabilities. Services provided:

- Psychiatric Evaluation
- Medication Management



## > Outpatient Counseling

Milestones has master's-level clinicians and support services staff available to meet the needs of patients. Counseling services include:

- Individual/Group Counseling
- Group Therapy
- Couples Therapy
- Play Therapy
- Family Therapy
- Mental Health Assessments
- Parent Education
- Parent Support

## > Behavioral Support Services

Milestones has become known for experience and success in working with individuals with significant behavioral needs. We provide the following behavioral services:

- Functional Behavior Analysis/Observation
- Behavioral Support Plan Development
- Behavior Management
- Staff/Family/Caregiver Training
- Case Coordination
- Crisis Prevention Institute (CPI) Training

## > Skills Development Program

The Skills Development Program is available to help people overcome barriers to success. Rather than trying to help people improve their behavior, Skills Clinicians (SCs) help them learn new skills that directly address mental health needs. If a person feels anxious all the time or has trouble concentrating because they are feeling blue, an SC can help them gain new coping skills. All services are conducted face-to-face, and it is not unusual for an SC to work directly with a person for two or three hours each week. Individualized treatment and skills in the community include:

- Home-Based Interventions
- Coordination With Home And Providers
- Parental Engagement
- Parent Training
- Social- and Community-Based Interventions
- Increased Community Participation/Inclusion
- Management of Stress/Social Anxiety

## ATTENDANCE POLICY

Patients are provided with appointment cards with the date and time of their next scheduled appointment. Milestones also offers an automated reminder call service to the phone number provided by the patient 48 hours prior to the appointment. Patients are to notify Milestones at least 48 hours in advance if they need to cancel or reschedule any scheduled appointment. Failure to cancel appointments at least 48 hours in advance of the scheduled time will be designated as a missed/no show appointment. If two (2) appointments are missed without providing proper notice, patients may be discharged and referred elsewhere via a discharge letter. Patients who see more than one provider, eg. a psychiatrist and a therapist, and are discharged for missed/no show appointments are discharged from all providers. Exceptions may be made in special circumstances such as sudden illness, as determined by the provider.

## CLINIC HOURS & SERVICE LOCATIONS

### > Bloomington

550 S. Adams Street  
Bloomington, IN 47403  
Phone: 812-333-6324  
Toll-Free: 866-569-9127  
Fax: 812-331-6700  
Hours of Operation:  
Monday to Thursday, 8:00 a.m to 6:00 p.m.  
Friday 8:00 a.m. 5:00 p.m.

### > Columbus

4550 W. Jonathan Moore Pike  
Columbus, IN 47201  
812-376-6501 x 443  
Fax: 812-376-6551  
Toll-Free: 866-569-9120  
Hours of Operation:  
Monday to Friday, 9:00 a.m. to 6:00 p.m.

### > Online

Email: [PsychSupport@stonebelt.org](mailto:PsychSupport@stonebelt.org)  
Web: [www.milestonesclinic.com](http://www.milestonesclinic.com)

# SAFETY & SECURITY

## BUILDING SAFETY

Milestones offices are located in buildings that have posted emergency exits and tornado shelter areas; emergency fire fighting equipment and lighting; weather radios, flashlights, and first aid kits. Our clinic staff will assist you during a planned emergency drill or during an actual event to reach designated safe areas, follow the nearest evacuation routes and exits, or apply first aid or emergency interventions within their expertise or training.



## WEATHER-RELATED PROCEDURES

Safety of patients and clinic personnel is always the first consideration in evaluating whether to close the clinic during winter storms. Decisions about closings or delays will be made as soon as accurate weather information is available. A message with closing or delay information will be posted on the Milestones website ([www.milestonesclinic.org](http://www.milestonesclinic.org)) and Facebook Page. Also there will be a voice mail message announcement on the Bloomington and Columbus phone lines with the decision to close all day, to close early at a specific time or to delay opening until a specific time.

Bloomington – 812-333-6324, press #2.

Columbus – 812-376-6501, press #0.

## SUPERVISION OF CHILDREN OR OTHER PATIENTS

At the first appointment, the prescriber or

therapist may want to talk to parents/caregivers without children or older patients present. If you have a child/children that cannot be left alone, you will need to arrange to have another adult or caregiver present to provide supervision. Milestones office staff cannot be responsible for children or patients left alone and unattended in our waiting rooms or offices.

## AFTER HOURS EMERGENCY PROCEDURES

In emergency situations, involving the risk of harm to self or others: proceed to the nearest hospital emergency room or call 911.



## ADDITIONAL SAFETY RULES

The safety of all patients in our buildings is an important responsibility and your cooperation is needed. We ask that you abide by the following rules to make every visit as comfortable as possible.

### > Weapons

All visitors, patients, and clients are prohibited from carrying any weapons while on the Milestones grounds or in our offices. Any violator may receive immediate termination of services. Milestones will call law enforcement as needed to ensure safety.

## > Drugs

All visitors, patients, and clients are prohibited from being under the influence of illegal drugs, prescription medications illegally obtained, or alcohol while on Milestones' grounds or offices.

Violation of this may result in immediate termination of services.

## > Smoking

There is no smoking in any Milestones facility. There are designated smoking areas outside of all buildings.

Smoke or use tobacco products only where indicated and be courteous and dispose of your smoking materials/ cigarette butts and other trash in proper receptacles.

## > Cell Phones

Exercise courtesy and silence your cell phones when in the waiting and treatment areas of the building.

Step outside or to a private area if you must make or receive phone calls during your visit to our offices.

## >Contagious Diseases/Head Lice

If you/ your child has a condition such as head lice, or is suffering from an infectious or contagious disease that may be harmful to others, contact the office and re-schedule the appointment.

## > Aversive Behavioral Techniques

Milestones policies prohibit the use of aversive behavioral techniques including seclusion (leaving an individual alone and unattended in a room as a punishment)

and restraint (restricting an individual's freedom of mobility by the use of straps or other materials).

All Milestones staff complete Crisis Prevention Intervention classes by certified instructors. In emergency behavioral situations, they may assist with strategies and in using agency approved physical holds in outpatient services if needed to ensure safety.



# RIGHTS & RESPONSIBILITIES

## PATIENT RIGHTS

You and/or your child are entitled to specific rights in regard to the administration of your care and treatment. You shall have impartial access to treatment, regardless of race, religion, gender, ethnicity, age or disability. You and/or your child are entitled to:

- considerate, respectful, professional, humane care
- an explanation of your/child's condition, the risks, benefits and the nature of your treatment and continued care unless such knowledge is judged to be detrimental to your well being by your mental health provider
- confidentiality and personal privacy except in cases of danger to self or others and abuse reporting
- examination of your record
- examination and explanation of treatment fees
- give your informed consent to be photographed, audio or video taped, or to become involved in any research activity
- be informed of any proposed change in the staff responsible for your services or for any transfer
- request reassignment to a different provider
- request a second opinion of a consultant at your expense
- be informed of your rights in a language you can understand
- the extent permitted by law, refuse specific medications or treatment procedures

## PATIENT RESPONSIBILITIES

To the degree possible we request that patients:

- arrive on time for appointments



## Understand your rights and responsibilities

- call and cancel appointments as soon as you know you are unable to attend. We have people on standby, waiting for cancellations, who want services
- silence cell phones in the waiting room and step outside if you must make or receive calls
- be honest with your prescriber or therapist
- express your needs and preferences to your prescriber or therapist as they relate to your services
- ask your prescriber or therapist about anything that you do not understand
- be courteous
- respect the privacy of others receiving treatment
- participate to your highest ability in your treatment planning
- pay any and all agreed upon fees at the time of service (if applicable)
- notify Milestones of any changes in address, phone, insurance coverage and/or guardianship

# SERVICES



## INTAKE PROCESS

See sections on “Who We Treat” and “Services We Offer.” Milestones intake staff make every attempt to match request for services to our treatment expertise. Milestones Clinic is not a community mental health center and does not receive funding for nor provide the range of services offered by a community mental health center or home based family preservation organization. We reserve the right to assess and treat within areas of our expertise and funding streams and to refer individuals with needs outside of our expertise and/or funding streams to other community resources. Intake paperwork is available on our website or can be mailed. Intake documents must be completed prior to the first appointment.

## CHECK IN

Please let the office staff know you have arrived. Be prepared to present your identification and medical insurance card/s for each appointment. All co-pays/deductibles/fees are due at time of service. Milestones accepts cash, checks, Mastercard, Visa and Discover. Take a seat in the waiting area and the prescriber or therapist will come and accompany you to his/her office. We have limited toys and reading materials available in our waiting rooms and encourage parents or caregivers to bring materials that will help the waiting child or patient. Food and beverages are not allowed in the waiting or treatment areas.

## CONSENT TO TREAT

Because we treat children and many adults with intellectual/developmental disabilities, custodial parent and/or legal guardian must complete all intake and authorization documents prior to the intake appointments. Wards of the state Department of Child Services must have the written consent of the appropriate supervisor. Milestones staff cannot treat individuals without the written permission of legally appointed individuals. We must be notified of any changes in custodial or guardianship status.

## TREATMENT PLANNING

Milestones patients/clients decide the kind of services they need and what kinds of changes they want to make in their lives. At the first appointment, called an intake or diagnostic evaluation, the prescriber or therapist may ask for reports from doctors, agencies, or from school, and may ask a lot of questions about why you want services and what is currently happening in your life. All of this information is developed into a document called a treatment plan. It reflects your strengths, barriers you may need to overcome, goals that you want to set, what changes you will need to make, and what kinds of medications and therapies we recommend to achieve the outcomes that you want.



## MEDICATION MANAGEMENT

Based on your individualized treatment plan, a Milestones prescriber may order

medication to assist you in your success. Evaluation and management of your psychotropic medication will be done by your prescriber at the time of your regularly scheduled appointments.

Should you need a refill before your next scheduled appointment, please call the office at least 48 hours, or two working days, before your medication expires.

Prescriptions will not be refilled over the phone, after business hours, over holidays, or on weekends. Prescriptions must be picked up at the office during normal business hours, Monday through Friday, 8:00 a.m. to 7:00 p.m. in Bloomington or Monday through Friday 9:00 a.m. to 6:00 p.m. in Columbus.

## TRANSITION PLANNING

Periodically you and your prescriber or therapist will review this plan and update it according to your needs and progress, when referrals or transitions to other providers or community resources and supports are made, or when it is time for discharge and follow-up planning. If you have any questions about any of these elements of treatment, feel free to ask your prescriber or therapist.

## DISCHARGE CRITERIA

Discharge planning will occur when you have successfully completed all treatment goals and objectives, upon your request, or if you have violated Milestones policies in these areas:

- threats or incidents of physical violence or property destruction
- violation of specific behavioral contracts
- weapons or illegal drugs brought to sessions or onto the property of Milestones

- disrespect to staff or others
- violation of the attendance policy
- failure to pay fees and/or patients sent to collections
- your needs exceed our provision of services and/or prolonged periods of inactivity

## RESTRICTIONS TO SERVICES

We may not be able to see you right away, or may temporarily suspend services, or place conditions upon continuation of your services, or discharge you from services if any of the following occur:

- there is a waiting list for a prescriber or therapist



- failure to follow the cancellation policy
- threatening, abusive or violent behavior which jeopardizes safety
- failure to follow through with needed insurance authorizations or forms
- non-compliance with treatment plans
- non-compliance with payment plans
- we believe that your mental health needs exceed our services

Many young adults are covered under their parents' health insurance. In these cases, we require a release of information to discuss insurance and billing matters with the policy holder. We also require a copy of the health insurance card/s at intake and whenever services are provided. Co-pays and deductibles are due at time of service. You are responsible for all fees and costs not covered by your insurance. Services may be cancelled for non-payment of fees.

## REGAINING SERVICES

If you have been suspended from services or discharged, you be asked to submit a written statement to your prescriber or therapist describing the improvements in your behavior and/or attitude regarding the problem area. You may be asked to present supporting documentation such as progress reports or references from other providers or agencies. Milestones providers reserve the right to make the final determination about resuming services with former patients/clients.

## FINANCIAL OBLIGATIONS AND FEES

Milestones accepts Medicaid/Medicare and most major health insurance companies in our area. We also accept private pay patients and will provide you with a copy of our full fee schedule. We do not have a sliding fee scale. We will follow the procedures established by your insurance policy regarding fees, co-pays, approvals, and deductibles, and bill your insurance company for the services we provide. Payment is due at time of service. There are additional fees for letters, reports, court appearances or other services not billable through your insurance. The Clinic Staff or the Office Manager will assist you with any questions that you have regarding your fees and financial obligations when you come for your first appointment or anytime after that if you need help.



# PATIENT CONCERNS

## YOUR VOICE MATTERS

It is important that the services that you and/or your family member receive are addressing the reasons that you came to Milestones.

Your input and your ideas will assist us to make sure this happens.

There are several ways that you can tell us how we are doing:

- tell your therapist or prescriber if you have suggestions about our services
- fill out an anonymous survey form located in the reception area
- complete periodic survey forms sent/given to you
- be familiar with our grievance/complaint procedures
- call or write us anytime to offer your suggestions and opinions

## CONFIDENTIALITY STATEMENT

All information obtained in the course of treatment, including communication between the prescriber/therapist and patient/client, is privileged and confidential and will not be disclosed or released without a Release of Information form signed by you.

The following exceptions may apply:

- to prevent serious, foreseeable and imminent harm to a client or other identifiable person
- receipt of legal document such as a subpoena or court order
- valid medical emergency
- review of records by federal, state, or accreditation sources

## GRIEVANCE PROCESS

All patients and clients are entitled and encouraged to express any dissatisfaction with any aspect of your treatment and services. If a situation arises in which you feel dissatisfied about your services, any personnel or staff, or a decision to discharge you or refer you to other providers, the following steps are designed to assist you in addressing your concerns or complaints:

- verbalize your grievance; call the office, talk to your therapist, or fill out a Grievance Form which you can obtain from any Milestones staff
- within five working days, a supervisor will attempt to resolve the issue(s)
- patients/clients will not be subject to negative action due to the initiation of a formal or informal complaint

## APPEAL PROCESS

- an appeal must be made in writing if you are not satisfied with the decision made by a supervisor
- the Director will review written appeals and make a written response within 10 working days
- the decision shall constitute the final appeal in resolving the grievance

## CODE OF ETHICS

Milestones expects the highest level of professional and ethical behavior. Conduct that you can expect from all of our staff includes but is not limited to a code that staff will:

- hold in confidence all information obtained from you except in cases where there

is risk to safety, self, others, or if it involves mandated abuse/neglect

- refrain from discrimination against anyone based on race, color, age, sex, gender, identity, ancestry, veteran status, sexual orientation, disability, religion, national origin
- provide accurate representation of education, experience, and competence as it relates to the mental health professional
- assess their own personal strengths, limitations, biases, effectiveness for issues that impair their objectivity or professionalism
- seek additional supports and supervision when needed
- not use their position to influence you or to gain from their association with you
- not enter into a social, sexual, or business relationship with you or members of your immediate family
- adhere to their professional and licensing board's code of ethics
- respect the rights and views of colleagues
- report any violations of the code of ethics

to appropriate staff at Milestones.

## ADVANCED DIRECTIVES

An Advanced Directive is a legal document that outlines who is in charge of making decisions about hospitalizations if an individual is unable to make his/her own decision due to symptoms of his/her mental health or medical condition interfering with normative thought processes and decision making.

For more information and assistance with this issue, contact NAMI (National Alliance on Mental Illness) at 800-950-NAMI or use the following internet resources: [www.nami.org](http://www.nami.org).

## SCHOOL/WORK EXCUSES

Milestones does not fax school or work excuses to schools due to privacy issues.

We are not able to guarantee the school/work fax machine is secured at the time we send the fax.

All excuses will be given to patients or parents at the time of service or upon request.



# NOTES



**Stone Belt**

MILESTONES



CLINICAL & HEALTH  
RESOURCES

*a division of Stone Belt*

[www.milestonesclinic.org](http://www.milestonesclinic.org)