

PATIENT'S RIGHTS

A patient is treated with dignity, respect and consideration;

A patient is not subjected to:

Abuse; neglect; exploitation, coercion, manipulation, sexual abuse or assault;
Restraint or seclusion; except as allowed in R9-10-1012(B) if the center is authorized to provide behavioral health observation/stabilization services;
Retaliation for submitting a complaint to the Department or another entity; or
Misappropriation of personal and private property by the center's personnel member, employee, volunteer, or student; and

A patient or the patient's representative has the right to:

Consents to or refuses treatment; Except in an emergency;
Refuse or withdraw consent for treatment before treatment is initiated;

Be informed of:

Except in an emergency, alternatives to a proposed psychotropic medication or surgical procedure and associated risk and possible complications of a proposed psychotropic medication or surgical procedure;
Policy and procedures on health care directives; and
The patient complaint process;
Consents to photograph of the patient before a patient is photographed, except that a patient may be photographed when admitted to an outpatient treatment center for identification and administrative purposes; and
Except as otherwise permitted by law, provides written consent to the release of information in the patient's medical record, or financial records.

A patient has the following rights:

Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities
To receive privacy in treatment and care for personal needs;
To review, upon written request, the patient's own medical record according to A.R.S. 12-2293, 12-2294 and 12-2294.01;
To receive a referral to another health care institution if the outpatient treatment center is not authorized or not able to provide physical health services or behavioral health services needed by the patient;
To participate or have patient's representative participate in the development of, or decisions concerning, treatment;
To participate or refuse to participate in research or experimental treatment; and
To receive assistance from a family member, the patient's representative, or other individuals in understanding, protecting, or exercising the patient's rights.

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HISTORY:

Hazel's Hope and Integrated Health, LLC was inspired by my grandmother, Hazel. As a little girl I remember that my grandmother would open her home for people to live, visit or come over for a meal. Her love and desire to serve others ignited a fire in me to do the same. She believed that everybody deserved a second chance regardless of the situation. She would often say, "Do good and good will come back in a blessing double fold." Thus, Hazels Hope & Integrated Health, LLC was birthed. I chose a behavioral health because there are so many people hurting from mental challenges and I believe we could reach more people in need who are stereotyped because of their behavior. As we serve the behavioral health community, my grandmother's spirit will always be a constant reminder to "open the door, someone needs a second chance."

MISSION:

Our mission is that every member regardless of race, culture or diagnosis establishes hope to believe that they will recover and achieve a higher quality of life after graduating from our program.

VISION:

We encompass a broad range of therapeutic approaches and individualized treatment to assist each member in achieving their individual goals and potential. To acknowledge and celebrate their accomplishments to empower them to complete their treatment program.

GUIDING PRINCIPLES:

- **Love** – We will love everyone the same
- **Respect** – We will respect every member's culture and belief
- **Truth** – We will speak the truth and hide no facts.
- **Engagement** – We will encourage engagement for vested outcomes.
- **Acknowledgement** – We will acknowledge accomplishments whether large or small.

PROGRAM CURRICULUM:

Hazels Hope and Integrated Health, LLC is centered around education, health and recovery. Our program is for one year, however, that is contingent upon the attendance, treatment and cooperation of each member. Idealistically, our goal to see them graduate in one year, but we realize the recommendation of the clinical professional may alter a member's graduation date. Our curriculum will include:

- Teaching functional health information (essential knowledge).
- Shaping personal values and beliefs that support healthy behaviors.
- Shaping group norms that value a healthy lifestyle.
- Developing the essential health skills necessary to adopt, practice, and maintain health-enhancing behaviors.

REWARDS AND RECOGNITION PROGRAM:

Hazels Hope and Integrated Health, LLC understands the value of acknowledging and rewarding members for their accomplishments. We have a ceremony for 90 days, 6 months and 9 months before graduating from the program. Our members are presented with certificates and family and friends are invited to celebrate with them. The advantages of our rewards and recognition program are:

- Enhances our clinic's culture
- Provides a competitive advantage for self-improvement
- Improves clinic-member relationships
- Empowers the members
- Promotes member retention
- Establishes a strong brand value
- Enhances holistic member well-being

SCOPE OF SERVICES



Hazels Hope Integrated Health, LLC provides an integrated approach to evidenced-based rehabilitative services by assisting individuals with behavioral health concerns and mental illness. Our services assist them on their journey towards recovery and self-sufficiency.

Group Counseling/Therapy: Group therapy is the backbone of our treatment program. It affords each member an opportunity to develop a support base by sharing common experiences with other members who have had similar difficulties in their lives. Often, the simple knowledge that we are not alone in our difficulties can provide a healing experience.

Individual Counseling/Therapy: Individual counseling can help a member deal with personal concerns in life such as anger, depression, anxiety, substance abuse, marriage and relationship challenges, parenting problems, career changes, etc. Individual counseling is sometimes called psychotherapy and it is the process through which the members work one-on-one with a trained and certified professional.

Physical and Mental Health Assessments: Hazels Hope Integrated Health, LLC provides a comprehensive assessment of our member's physical, psychosocial, social, and family needs to determine the most appropriate level of care. We develop an individual treatment plan for each member and meet every 90 days to review each member's progress and to update the treatment plan if needed.

Case Management: A case manager is assigned after the assessments and works closely with each member and family to ensure that their coordination of care is focused around their treatment plan and the noted and observed needs of the member. Our case managers help our members understand their options concerning specific care situations and serves as the member's advocate with other providers involved in their care needs and recovery.

Substance Abuse: Hazels Hope Integrated Health, LLC substance abuse is an Intensive Outpatient Program (IOPs) with services for individuals with substance abuse disorders who do not meet diagnostic criteria for residential or inpatient substance abuse treatment. Services include counselling, group therapy and medical consultations. We support and facilitate relapse management and coping skills within our sessions as needed.

These services are also available to individuals who have been discharged from a 24-hour inpatient treatment facility who continue to need more support than the weekly or bi-weekly sessions provided in traditional outpatient care. *We do not provide detoxification or round-the-clock supervision.*

Intensive Outpatient Program (IOP): Members who are part of Hazels Hope Integrated Health, LLC that require more help than our standard outpatient program offers, but isn't severe enough for an in-patient program are considered for our IOP program. The main focus of our IOP is our commitment to sobriety as their treatment goal. We offer a range of specific group therapy in our IOP program for members 18 years and older. Groups at a minimum of three (3) hours, three (3) times a week are scheduled. We also offer IOP (Telehealth) through approved certifiable telephone systems in accordance with HIPPA guidelines. Our Intensive Outpatient Program includes:

- Group therapy sessions
- Development of interpersonal skills, coping skills, and relaxation skills
- Management of symptoms
- Mood stabilization
- Cognitive Behavioral Therapy (CBT) emphasizes the important role of thinking in how we feel and what we do. CBT says that when our brains are healthy, it is our thinking that causes us to feel and act the way we do, and we can control that to some degree.
- Relapse management

Court Ordered Treatments (COT): We offer court ordered treatment in our outpatient program under the following conditions:

- The member does not require continuous inpatient hospitalization; if combined inpatient treatment is part of the court order, we will collaborate with the inpatient facility for an agreement to combine the outpatient treatment services.
- The member will not likely become dangerous or suffer more serious physical harm or serious illness or further deterioration if the member follows a prescribed outpatient treatment plan.
- We will not use the services of any person, agency or organization to supervise a member's outpatient treatment program unless the person, agency or organization has agreed to provide these services in the individual member's case unless the court order has determined that the member requires additional supervision while receiving outpatient treatment.
- If our BHP determines that the member is not complying with the terms of the order or that the outpatient treatment plan is no longer appropriate and the member needs inpatient treatment, we will notify the court, and the court without a hearing and based on the court record, the member's medical record, the affidavits and recommendations of the BHP, and the advice of staff and physicians or the psychiatric and mental health nurse practitioner familiar with the treatment of the member, may enter an order amending its original order. The amended order may alter the outpatient treatment plan or order the member to inpatient treatment. We will then discharge the member.

Community Outreach Counselling: This service allows Hazels Hope Integrated Health, LLC to outreach our case management services to members who are unable to come to the clinic or who live in a private home that do not offer the services. They are offered the clinical services by telehealth as if they came to the clinic.