

POLICY AND PROCEDURE MANUAL

[AGENCY NAME]

Version 1.0

[Month, Year]





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TABLE OF CONTENTS

INTRODUCTION	5
ABOUT US	5
Vision Statement	6
Mission Statement	6
ORGANIZATIONAL HIERARCHY	6
STATEMENT OF PURPOSE	7
STATEMENT OF POLICY	7
SERVICE DESCRIPTIONS	8
POLICY AND PROCEDURES	11
R9-10-1011. Behavioral Health Services	12
R9-10-1013. Court-Ordered Evaluation	15
R9-10-1014. Court-ordered Treatment	Error! Bookmark not defined.
Individual and Group Counseling	Error! Bookmark not defined.
Misdemeanor Domestic Violence Offender Treatment	Error! Bookmark not defined.
Psychotherapy	Error! Bookmark not defined.
Group Counseling	Error! Bookmark not defined.
Medication Management	Error! Bookmark not defined.
Case Management	Error! Bookmark not defined.
Employment Readiness	Error! Bookmark not defined.
Transitional Housing	Error! Bookmark not defined.
Financial Literacy	Error! Bookmark not defined.
Substance Abuse Classes	Error! Bookmark not defined.
R9-10-1002. Supplemental Application Requirements	Error! Bookmark not defined.
R9-10-1003. Administration	Error! Bookmark not defined.
R9-10-1004. Quality Management	Error! Bookmark not defined.
R9-10-1005. Contracted Services	Error! Bookmark not defined.
R9-10-1006. Personnel	Error! Bookmark not defined.
R9-10-1007. Transport; Transfer	Error! Bookmark not defined.
R9-10-1008. Patient Rights	Error! Bookmark not defined.
R9-10-1009. Medical Records	Error! Bookmark not defined.
R9-10-1010. Medication Services	Error! Bookmark not defined.
R9-10-1012. Behavioral Health Observation/Stabilization Services	Error! Bookmark not defined.



R9-10-1015. Clinical Laboratory Services.....	Error! Bookmark not defined.
R9-10-1016. Crisis Services	Error! Bookmark not defined.
R9-10-1017. Diagnostic Imaging Services	Error! Bookmark not defined.
R9-10-1018. Dialysis Services.....	Error! Bookmark not defined.
R9-10-1019. Emergency Room Services	Error! Bookmark not defined.
R9-10-1020. Opioid Treatment Services.....	Error! Bookmark not defined.
R9-10-1021. Pain Management Services	Error! Bookmark not defined.
R9-10-1022. Physical Health Services	Error! Bookmark not defined.
R9-10-1023. Pre-petition Screening.....	Error! Bookmark not defined.
R9-10-1024. Rehabilitation Services	Error! Bookmark not defined.
R9-10-1025. Respite Services.....	Error! Bookmark not defined.
R9-10-1026. Sleep Disorder Services	Error! Bookmark not defined.
R9-10-1027. Urgent Care Services Provided in a Freestanding Urgent Care Setting	Error! Bookmark not defined.
R9-10-1028. Infection Control	Error! Bookmark not defined.
R9-10-1029. Emergency and Safety Standards.....	Error! Bookmark not defined.
R9-10-1030. Physical Plant, Environmental Services, and Equipment Standards	Error! Bookmark not defined.
R9-10-1031. Colocation Requirements.....	Error! Bookmark not defined.
Service Forms	Error! Bookmark not defined.
Intake Form.....	Error! Bookmark not defined.
Consent For Treatment Form	Error! Bookmark not defined.
Treatment Plan Form	Error! Bookmark not defined.
Progress Notes	Error! Bookmark not defined.
Discharge Summary Form.....	Error! Bookmark not defined.
Release of Information Form	Error! Bookmark not defined.
Incident Report Form	Error! Bookmark not defined.
Medication Administration Record (MAR) Form	Error! Bookmark not defined.
Group Therapy Attendance Form	Error! Bookmark not defined.
Crisis Plan Form.....	Error! Bookmark not defined.



INTRODUCTION

Welcome to the Policy and Procedure Manual for [AGENCY NAME]. Our outpatient treatment center is committed to providing high-quality mental health services to individuals in the State of Arizona. As a provider of outpatient services, we are dedicated to ensuring that our clients receive the highest standards of care in accordance with state regulations and guidelines, including but not limited to Article 10 of the Arizona Administrative Code Governing Outpatient Treatment Centers.

This manual is designed to provide a comprehensive guide to our policies and procedures, including guidelines for client admission, assessment, treatment planning, documentation, and client discharge. It is our intention to ensure that all staff members understand and comply with these policies and procedures to ensure that our clients receive safe, effective, and ethical care.

At [AGENCY NAME], we are committed to a client-centered approach that prioritizes the individual needs and goals of our clients. We are dedicated to building a supportive and inclusive environment that encourages the growth and wellbeing of our clients. This manual is a key component of our commitment to providing high-quality services that meet the needs of our clients and are in compliance with state regulations.

ABOUT US

[AGENCY NAME] is an outpatient treatment center located in Arizona. The center provides comprehensive mental health services that include psychiatric evaluations, psychotherapy, medication management, case management, employment readiness, transitional housing, financial literacy, and substance abuse classes.

The Clinical Operation Hours of [AGENCY NAME] are from Monday to Friday, 8 am to 7 pm. On Saturdays, the center operates by appointment only. This ensures that clients have access to treatment during convenient hours that work with their schedule. The center strives to provide high-quality care to all clients, and the extended hours of operation allow for more flexibility in scheduling appointments.

In addition to Clinical Operation Hours, [AGENCY NAME] also has Office Hours. The Office Hours are from Monday to Friday, 8 am to 5 pm. During this time, clients can schedule appointments, speak with staff, and access other services provided by the center.

It is important to note that the center adheres to these operating hours to ensure that clients receive the necessary care and support they need. Any changes to the hours of operation will be communicated to clients in advance to ensure that they are not inconvenienced. The staff at [AGENCY NAME] are committed to providing excellent care to all clients and ensuring that they receive the help they need to lead fulfilling lives.



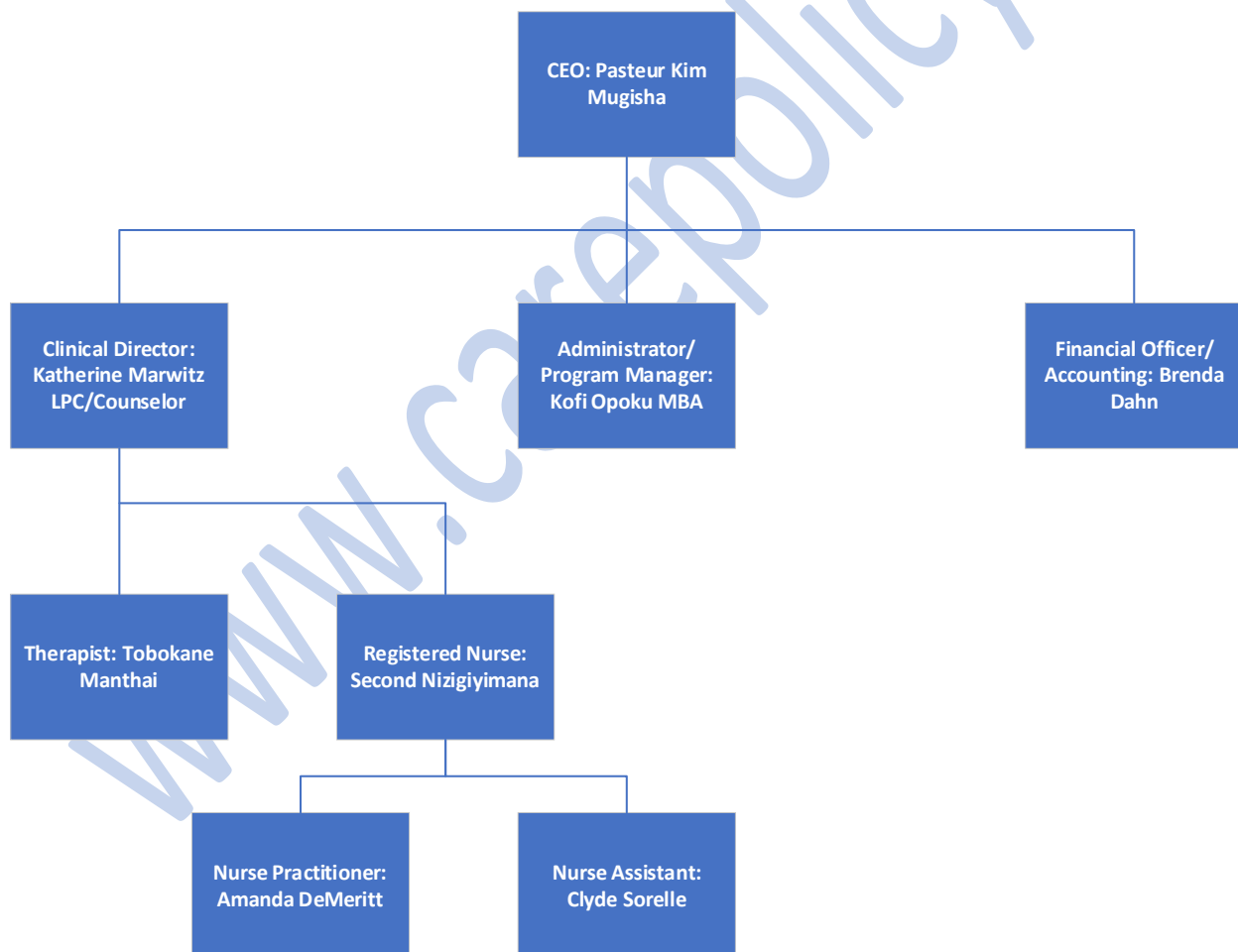
Vision Statement

At [AGENCY NAME], our vision is to create a world where mental health is prioritized and accessible to all individuals. We strive to provide a safe and supportive environment where individuals can receive the highest quality outpatient treatment services that promote recovery, empowerment, and well-being.

Mission Statement

Our mission at [AGENCY NAME] is to provide comprehensive outpatient mental health services that are accessible, evidence-based, and culturally responsive to individuals and families in the state of Arizona. We aim to offer personalized care that fosters healing, growth, and self-determination for our clients.

ORGANIZATIONAL HIERARCHY





STATEMENT OF PURPOSE

[AGENCY NAME] is committed to providing quality outpatient mental health treatment to individuals in need. Our mission is to empower individuals to achieve and maintain emotional wellness through evidence-based practices, compassionate care, and supportive services. We aim to provide a safe, respectful, and inclusive environment where individuals can receive personalized treatment that is tailored to their unique needs.

At [AGENCY NAME], we believe in a holistic approach to mental health treatment that addresses the physical, emotional, and social aspects of our clients' lives. We provide a range of services, including individual and group counseling, psychotherapy, medication management, case management, employment readiness, transitional housing, financial literacy, and substance abuse classes. Our services are designed to address the diverse needs of our clients and promote their overall health and well-being.

We strive to create a culture of respect, empathy, and understanding at [AGENCY NAME]. We recognize that mental health issues can be complex and that each client's journey is unique. Our team of qualified professionals is dedicated to providing evidence-based treatments and support that are grounded in cultural competence and respect for diversity.

At [AGENCY NAME], we are committed to complying with all state regulations, including but not limited to Article 10 of the Arizona Administrative Code. We prioritize the safety and well-being of our clients and staff, and we will continually evaluate and update our policies and procedures to ensure that we are providing the highest quality care possible.

In summary, [AGENCY NAME] is dedicated to providing compassionate, evidence-based mental health treatment and supportive services to individuals in need. We are committed to promoting the health and well-being of our clients and creating a safe, respectful, and inclusive environment for all.

STATEMENT OF POLICY

[AGENCY NAME] is committed to providing high-quality outpatient treatment services that comply with all applicable state regulations, including ARTICLE 10. OUTPATIENT TREATMENT CENTERS in the State of Arizona. Our mission is to provide comprehensive and individualized care to help clients achieve long-term recovery and wellness.

Our policies and procedures ensure that our staff members are highly trained and experienced in providing evidence-based treatment and are dedicated to meeting the unique needs of each client. We are committed to fostering a culture of respect, compassion, and confidentiality in all interactions with our clients.

Our outpatient treatment services include individual and group counseling, psychotherapy, medication management, case management, employment readiness, transitional housing, financial literacy, and substance abuse classes. We adhere to the following principles and practices:



1. **Client-Centered Care:** Our services are individualized and based on each client's unique needs, strengths, and preferences. We provide a safe and supportive environment that fosters growth and healing.
2. **Evidence-Based Treatment:** Our services are evidence-based and grounded in research. We use proven methods to help clients achieve positive outcomes and long-term recovery.
3. **Confidentiality:** We adhere to all state and federal laws regarding client confidentiality. All client information is kept confidential and is only shared with authorized individuals.
4. **Cultural Competence:** We respect and value diversity and strive to provide services that are culturally sensitive and appropriate. We recognize the importance of understanding and addressing cultural, racial, and ethnic differences in the delivery of services.
5. **Staff Qualifications:** Our staff members are highly trained and experienced in providing outpatient treatment services. We ensure that our staff members meet all state and federal requirements for licensure, certification, and ongoing professional development.
6. **Quality Assurance:** We regularly monitor and evaluate our services to ensure that they are effective, efficient, and of the highest quality. We use feedback from clients, staff, and other stakeholders to improve our services and ensure client satisfaction.
7. **Compliance:** We adhere to all applicable state and federal regulations, including ARTICLE 10. OUTPATIENT TREATMENT CENTERS in the State of Arizona. We maintain all necessary licenses, permits, and certifications to provide outpatient treatment services.

[AGENCY NAME] is committed to providing compassionate and effective outpatient treatment services to help clients achieve long-term recovery and wellness. Our policies and procedures reflect this commitment and are designed to ensure that we provide the highest quality of care to all clients.

SERVICE DESCRIPTIONS

[AGENCY NAME] is an Outpatient Treatment Center that provides a range of behavioral health services for clients in the state of Arizona. Our agency is committed to complying with the regulations set forth by ARTICLE 10. OUTPATIENT TREATMENT CENTERS and providing high-quality care for our clients.

IOP Program and Services:

[AGENCY NAME] offers an Intensive Outpatient Program (IOP) that is designed to provide clients with more intensive treatment than traditional outpatient therapy. Our IOP program provides individualized treatment plans that are tailored to meet the unique needs of each client. Services provided in our IOP program include:



- a. Behavioral Health Services: Our agency provides a range of behavioral health services to clients who are experiencing mental health and/or substance abuse issues. Our highly trained clinicians provide individual and group counseling, psychotherapy, and group counseling to help clients address their mental health needs.
- b. Court-Ordered Evaluation: Our agency offers court-ordered evaluations to individuals who have been ordered by the court to undergo an evaluation for mental health or substance abuse issues. Our evaluators are highly trained and provide comprehensive assessments that are used to develop treatment plans.
- c. Court-Ordered Treatment: Our agency provides court-ordered treatment to individuals who have been ordered by the court to undergo treatment for mental health or substance abuse issues. Our treatment plans are evidence-based and are designed to meet the individual needs of each client.
- d. Individual and Group Counseling: Our agency provides both individual and group counseling services to clients. Our counselors are highly trained and use evidence-based practices to help clients address their mental health and substance abuse issues.
- e. Misdemeanor Domestic Violence Offender Treatment: [AGENCY NAME] provides a specialized program for clients who have been convicted of misdemeanor domestic violence offenses. Our program is designed to help clients address the underlying issues that led to their abusive behavior and develop healthy relationship skills.
- f. Psychotherapy: Our agency provides psychotherapy services to clients who are experiencing mental health issues such as depression, anxiety, and PTSD. Our therapists are highly trained and use evidence-based practices to help clients achieve their treatment goals.
- g. Medication Management: Our agency provides medication management services to clients who are prescribed medications for mental health or substance abuse issues. Our clinicians work closely with clients to ensure that their medications are effective and properly managed.
- h. Case Management: Our agency provides case management services to clients who require additional support in accessing community resources. Our case managers work closely with clients to help them obtain housing, employment, and other necessary resources.
- i. Employment Readiness: Our agency provides employment readiness services to clients who are seeking employment. Our program helps clients develop the skills needed to obtain and maintain employment.
- j. Transitional Housing: Our agency provides transitional housing services to clients who are homeless or at risk of becoming homeless. Our program provides safe and stable housing for clients while they work towards achieving their treatment goals.
- k. Financial Literacy: Our agency provides financial literacy services to clients who need assistance with budgeting and managing their finances. Our program helps clients develop the skills needed to achieve financial stability.



I. Substance Abuse Classes: Our agency provides substance abuse classes to clients who have been ordered by the court to undergo substance abuse treatment. Our classes are evidence-based and provide clients with the skills needed to achieve and maintain sobriety.

At [AGENCY NAME], we are committed to providing high-quality care to our clients. Our services are designed to meet the individual needs of each client and are delivered in a supportive and compassionate environment.

We also understand the importance of maintaining confidentiality and privacy for our clients. We adhere to all state and federal regulations regarding the confidentiality of client information and maintain strict policies and procedures to ensure that client information is kept secure.

Our agency is staffed by highly trained and licensed professionals who are committed to providing evidence-based treatments and services to our clients. We continuously invest in the education and training of our staff to ensure that they remain up-to-date with the latest research and best practices in the field.

At [AGENCY NAME], we believe that every individual has the potential to achieve their treatment goals and live a fulfilling life. We are dedicated to helping our clients realize their potential and overcome the challenges that they face.

We welcome individuals from all walks of life and strive to provide an inclusive and welcoming environment for our clients. We are committed to providing culturally sensitive care and work to ensure that our services are accessible to individuals from diverse backgrounds.

In summary, [AGENCY NAME] provides a range of high-quality behavioral health services to clients in the state of Arizona. Our services are designed to meet the unique needs of each client and are delivered in a supportive and compassionate environment by highly trained and licensed professionals. We are committed to helping our clients achieve their treatment goals and live fulfilling lives.



POLICY AND PROCEDURES

This document outlines the policies and procedures for [AGENCY NAME], an Outpatient Treatment Center in the state of Arizona. These policies and procedures have been developed to comply with the state regulations, including but not limited to Article 10. Outpatient Treatment Centers, and to ensure the safety and well-being of all clients and staff.

Scope: These policies and procedures apply to all staff members and clients of [AGENCY NAME]. It includes policies and procedures for admission, assessment, treatment planning, care coordination, discharge planning, and quality assurance.

Admission:

1. [AGENCY NAME] accepts referrals for outpatient mental health services from healthcare providers, community-based organizations, and self-referrals from individuals.
2. Prior to admission, all clients must undergo a comprehensive clinical assessment to determine their mental health needs and suitability for outpatient treatment.
3. Clients must provide a valid photo identification and proof of insurance before the admission process can begin.

Assessment:

1. A comprehensive clinical assessment must be completed for all clients within five days of admission.
2. The assessment must include a review of the client's history, current symptoms, psychosocial functioning, and any co-occurring medical or substance use disorders.
3. The assessment must be completed by a licensed mental health professional and reviewed by the clinical director.

Treatment Planning:

1. Based on the results of the assessment, a treatment plan must be developed within seven days of admission.
2. The treatment plan must be individualized, evidence-based, and address the client's specific mental health needs and goals.
3. The treatment plan must be reviewed and updated every 90 days or as needed based on the client's progress and changing needs.

Care Coordination:

1. Care coordination is a collaborative process that involves the client, family members, healthcare providers, and other community-based organizations as appropriate.
2. Care coordination must be provided by a licensed mental health professional and is an ongoing process that begins at admission and continues throughout the client's treatment.



3. The purpose of care coordination is to ensure that the client receives comprehensive, coordinated, and effective mental health care services.

Discharge Planning:

1. Discharge planning must be initiated at the time of admission and is an ongoing process throughout the client's treatment.
2. The purpose of discharge planning is to ensure a smooth transition from the outpatient treatment center to the client's next level of care, whether it is a lower level of care, a higher level of care, or community-based services.
3. The discharge plan must be individualized, include specific goals and objectives, and identify the resources and support needed to achieve those goals.

Quality Assurance:

1. Quality assurance is a continuous process that includes monitoring, evaluating, and improving the quality of care provided at [AGENCY NAME].
2. The quality assurance program must be designed to ensure compliance with state regulations, identify areas for improvement, and ensure the safety and well-being of clients and staff.
3. The quality assurance program must be reviewed and updated annually by the clinical director.

Conclusion: [AGENCY NAME] is committed to providing high-quality, evidence-based, and compassionate outpatient mental health services to clients in the state of Arizona. These policies and procedures have been developed to ensure compliance with state regulations, promote the safety and well-being of clients and staff, and provide effective and coordinated mental health care services.

R9-10-1011. Behavioral Health Services

Policy and Procedures for [AGENCY NAME] Outpatient Treatment Center as per Arizona State Guidelines
ARTICLE 10. OUTPATIENT TREATMENT CENTERS.

A. Behavioral Health Services

1. [AGENCY NAME] shall not provide a behavioral health service that the outpatient treatment center is not authorized to provide.
2. The behavioral health services provided by or at the outpatient treatment center shall be provided under the direction of a behavioral health professional and shall comply with the requirements for behavioral health paraprofessionals and behavioral health technicians, as outlined in R9-10-115, and for an assessment, in subsection (B).
3. Personnel members who provide behavioral health services shall be at least 21 years of age or at least 18 years of age and licensed or certified under A.R.S. Title 32 and providing services within the personnel member's scope of practice.



4. If [AGENCY NAME] provides behavioral health services to a patient who is less than 18 years of age, the owner and an employee or a volunteer shall comply with the fingerprint clearance card requirements in A.R.S. § 36-425.03.

B. Behavioral Health Assessment

1. [AGENCY NAME] shall ensure that a behavioral health assessment for a patient is completed before treatment for the patient is initiated, except as provided in subsection (B)(2).
2. If a behavioral health assessment that complies with the requirements in this Section is received from a behavioral health provider other than [AGENCY NAME] or the outpatient treatment center has a medical record for the patient that contains an assessment that was completed within 12 months before the date of the patient's current admission, the patient's assessment information shall be reviewed and updated if additional information that affects the patient's assessment is identified. The review and update of the patient's assessment information shall be documented in the patient's medical record within 48 hours after the review is completed.
3. If a behavioral health assessment is conducted by a behavioral health technician or a registered nurse, within 72 hours, a behavioral health professional certified or licensed to provide the behavioral health services needed by the patient shall review and sign the behavioral health assessment to ensure that the behavioral health assessment identifies the behavioral health services needed by the patient. If a behavioral health assessment is conducted by a behavioral health paraprofessional, a behavioral health professional certified or licensed to provide the behavioral health services needed by the patient shall supervise the behavioral health paraprofessional during the completion of the behavioral health assessment and sign the behavioral health assessment to ensure that the assessment identifies the behavioral health services needed by the patient.
4. A behavioral health assessment shall:
 - a. Document a patient's:
 - i. Presenting issue;
 - ii. Substance abuse history;
 - iii. Co-occurring disorder;
 - iv. Medical condition and history;
 - v. Legal history, including: (1) Custody, (2) Guardianship, and (3) Pending litigation;
 - vi. Criminal justice record;
 - vii. Family history;
 - viii. Behavioral health treatment history; and
 - ix. Symptoms reported by the patient and referrals needed by the patient, if any;



b. Include:

- i. Recommendations for further assessment or examination of the patient's needs;
- ii. The behavioral health services, physical health services, or ancillary services that will be provided to the patient; and
- iii. The signature and date signed of the personnel member conducting the behavioral health assessment; and

c. Be documented in the patient's medical record.

- 5. A patient shall be referred to a medical practitioner if a determination is made that the patient requires immediate physical health services or the patient's behavioral health issue may be related to the patient's medical condition.
- 6. A request for authorization of behavioral health services shall not be denied based solely on the absence of a medical diagnosis.
- 7. Behavioral health services shall be provided without regard to race, ethnicity, gender, sexual orientation, or age.
- 8. Patients shall have the right to participate in the development of their treatment plan and to refuse any treatment or intervention recommended by their behavioral health provider.
- 9. Patients shall be informed of their rights and responsibilities as a recipient of behavioral health services.
- 10. Behavioral health providers shall maintain the confidentiality of patient information in accordance with all applicable laws and regulations.
- 11. Patients shall be provided with a clear explanation of any charges associated with their behavioral health services, and shall have the right to dispute any charges that they believe to be inaccurate.
- 12. Behavioral health providers shall make reasonable efforts to provide services in a culturally sensitive manner, taking into account the patient's cultural background, beliefs, and values.
- 13. Patients shall have access to their medical records and shall have the right to request corrections or amendments to their records.
- 14. Behavioral health providers shall cooperate with patients who wish to transfer their care to another provider, and shall provide the patient with a copy of their medical record upon request.
- 15. Patients shall have the right to file a complaint or grievance with the behavioral health provider or the relevant regulatory authority if they believe that their rights have been violated.

Overall, these guidelines aim to ensure that patients receive high-quality, comprehensive behavioral health services that are respectful of their rights, preferences, and needs. It is important for behavioral



health providers to familiarize themselves with these guidelines and to incorporate them into their practice to provide the best possible care to their patients.

R9-10-1013. Court-Ordered Evaluation

Purpose:

This policy outlines the procedures for court-ordered evaluation at [AGENCY NAME]. The goal is to ensure compliance with the requirements of A.R.S. § 36-425.03.

Scope:

This policy applies to all administrators of [AGENCY NAME] authorized to provide court-ordered evaluation.

Procedures:

1. Referral Process
 - a. When a court orders an evaluation of a patient, the referring party must provide the necessary documentation and information to [AGENCY NAME].
 - b. The documentation should include the patient's name, case number, court order, and any other relevant information.
 - c. Upon receiving the referral, the administrator should contact the referring party to confirm the information and schedule the evaluation.
2. Evaluation Process
 - a. The evaluation shall be conducted by a licensed mental health professional, who is authorized to provide court-ordered evaluations.
 - b. The evaluation shall be conducted in accordance with the guidelines provided by A.R.S. § 36-425.03 and the applicable professional standards.
 - c. The evaluation shall include an assessment of the patient's mental health status, risk of harm to self or others, and the potential need for treatment.
3. Report Writing and Documentation
 - a. After the evaluation, the licensed mental health professional shall prepare a written report detailing the findings, conclusions, and recommendations.
 - b. The report shall be submitted to the court and the referring party within the specified time frame, as per the court order.
 - c. The report shall be maintained as a part of the patient's medical record in compliance with the regulations of the Arizona Department of Health Services.



4. Patient Rights and Confidentiality

- a. Patients have the right to be informed about the evaluation process and its purpose.
- b. Patients have the right to refuse the evaluation, but such refusal may result in legal consequences as per the court order.
- c. The confidentiality of the patient's information and records shall be maintained in compliance with the Health Insurance Portability and Accountability Act (HIPAA) and the applicable state and federal regulations.

5. Quality Assurance and Compliance

- a. [AGENCY NAME] shall maintain a quality assurance program to monitor compliance with this policy.
- b. The program shall include periodic review and evaluation of the court-ordered evaluation process to identify areas for improvement and ensure compliance with A.R.S. § 36-425.03.

Conclusion:

This policy outlines the procedures for court-ordered evaluation at [AGENCY NAME]. It ensures compliance with the requirements of A.R.S. § 36-425.03 and provides guidelines for the referral process, evaluation process, report writing, patient rights and confidentiality, and quality assurance and compliance. The policy aims to provide high-quality, efficient, and legally compliant services to patients and the court system.

***This is only a preview of the Original Document**

***For inquiries or assistance, please reach out to us at www.carepolicy.us**