Inside, you will find information on:

- The services we provide
- Assessments, Individual Plans, and Expectations
- Safety
- Privacy practices
- Your rights
- How to file a grievance
- How to get help when dealing with a crisis
- Our office locations and hours of operation
Our Mission

It is the mission of Jackson County Psychological Services to deliver professional mental health services to the children and families in Haywood and Jackson as well as parts of Swain and Macon Counties. It is our intention to always operate with the well-being of our clients at the forefront. We will do this with compassion and integrity while maintaining the highest standard of ethics.

Jackson County Psychological Services (JCPS) is a practice devoted to assisting children and their families address mental health needs. Dedicated to providing an array of quality services both in office and community settings, our staff strives to develop a plan of care to meet the individual needs of each client. We work with families to address behavioral concerns, attention and hyperactivity issues, depression and anxiety. We specialize in providing care for children traumatized due to abuse and neglect. JCPS also operates an outpatient practice in Haywood County called Haywood County Psychological Services.

Ethical Standards

The business conducted by our agency will be delivered in an environment with the highest ethical, legal and professional standards. Honesty, integrity and impartiality will be demonstrated when dealing with consumers, providers, vendors, regulators, competitors, community and employees. The Owners, employees contract providers and others will make every effort to avoid even the appearance of illegal, unethical or unprofessional conduct.

Responsible Person

You will be assigned a designated staff member who will be responsible for coordinating your services while at JCPS.

The staff member responsible for my care is:

Available Services

Jackson County Psychological Services, P.A. provides a range of counseling services for children and their families. We are a team of clinicians and skilled practitioners based in every Jackson County Public School. We offer diagnostic assessments, outpatient therapy, community support and intensive in-home interventions services in the school, home and community. Through the use of proven techniques, we strive to provide effective interventions that produce positive change in the lives of the students.

Hub Day Treatment is a comprehensive program for students with more serious behavioral and emotional problems. The program addresses the needs of the students through a variety of services including case management, individual and family therapy, teaching positive coping skills through group work, and therapeutic enrichment activities such as yoga, physical/wellness education, the arts, community field trips and community service projects. The program’s treatment approach looks at each and every interaction as an opportunity for behavior change and increased functioning. Children receive immediate feedback from well-trained staff utilizing a cognitive-behavioral modality. The age range for this program is Kindergarten through 8th grade.

We also provide services to children through Head Start, Kids Place, and Mountain Discovery Charter School.

How to Access Services

To find out more information about our program or to make an appointment, please call (828) 586-6600. We accept Medicaid and Health Choice as well as most other third party insurances. We are able to access state funding for some services as well as providing services on a sliding fee scale.

Community Resources and Feedback

We will work with you to find community resources to help you with your needs. With your permission, JCPS will advocate for you by sharing feedback regarding the services you receive from other agencies and organizations providing the services to you.
JCPs have designated smoking areas at each of its outpatient offices. Smoking
of employees, contracted providers, and consumers/customers will not be tolerated. These areas are designated for smoking only and
are posted in a visible location. The intent is to protect the interests of our employees and clients, we are committed to not
smoking where we eat.

Controlled Substances

Contract
contract providers

Emergency exit maps at each office to ensure the safety of you and
and patients. JCPs is not a fire escape plan, fire extinguishers, and
policies. In the event of a fire, patients, and staff are expected to leave.

Safely

Services

Persons who are mandated to receive services

Discharge

assess your progress and needs to determine the appropriate

Transition and Discharge Plans

Assessments

Admission assessments will be conducted by licensed therapists and
psychologists. You are responsible for assessing your needs and
appropriate services.

Explanations

needs and in response to achieved goals.

Your approval in order to keep the plan on track to your changing
needs. Periodically, there may be changes made to your plan with

Individualized Service Plans (IPSs)

Individualized service plans will be based upon your assessed need.

JCPs will be reviewed by you and your treatment team at least
annually. The plan will be reviewed by you and your treatment team at least
annually. The plan will be reviewed by you and your treatment team at least
annually. The plan will be reviewed by you and your treatment team at least
annually.
Your Rights

You have rights as a client. The following explains your rights as our client. If you believe your rights have been violated anytime, please see below for contact information.

You have a right to receive care, services, and treatment based on an agreed upon plan that focuses on your stated needs. These services should be implemented within 30 days of admission. Before you agree to your plan, you will be informed of the benefits or risk involved in the services you receive.

You have the right to be informed of the possible use of physical restraint. You have the right to your preferences prior to the use of restraint, which may be specified in an advance directives plan. Our staff are trained to implement a physical restraint in emergency situations ONLY if a client presents a danger to self or others. JCPS staff are responsible for informing the legally responsible person immediately after an emergency physical restraint occurs. We also must complete an Incident Report/Restrictive Intervention form after each occurrence and report these to the Local Management Entity.

You have a right to dignity, privacy, humane care, and freedom from physical punishment, abuse, neglect, and exploitation. While you are receiving services, you have a right to be free from unnecessary or excessive medication of any kind.

You have to right to complete an Advance Instructions document regarding the care you receive.

If you have asked to receive services you always have a right to agree to or refuse any specific treatment. The only time you can be treated without your consent is:

1. in an emergency.
2. if your treatment has been ordered by the court; or
3. if you are under 18 years old, your parents may give permission even if you object.

In general, under state and federal laws, no one can share information with another about the services you receive. These same laws, however, allow us to share information with others under the following conditions.

Your next of kin may be informed that you are a client, if it is in your best interest, and if you are under 18, your parents may be informed about your care when it is in your best interest and not considered to be harmful.

With your permission, a next of kin, or a family member, or another person whom you name may be given information about your care.

If you have, or if we assign a client advocate to work in your behalf, the advocate may review your record.

If we are ordered by a court to release your record.

If our attorney needs to see your file because of a law suit, a commitment proceeding, or guardianship proceeding.

If we transfer your care to another area program or state treatment facility.

If you are committed into an inpatient facility and we need to share information about you in order to manage your care.

If you become imprisoned we may share your file with prison officials.

If there is an emergency we may share your file with another professional who is treating you.

We may share that you were admitted to our facility with a physician or other professional who referred you to our facility.

If we believe you are in danger to yourself or to others, or if we believe that you are likely to commit a violent misdemeanor or felony, we may share information with law enforcement.

If there is any information in this handout that you do not understand, please ask for help. You may ask the person responsible for your care, such as your therapist, community support person, or JCPS administrator.

If you think that you have been denied your rights, you may want to contact a family member or friend; contact a client advocate or attorney; file a grievance with your therapist or contact JCPS president at 98D Cope Creek Rd. Sylva NC 28779; or, contact the Client Rights Committee through JCPS at the same address.
If at any time, or for any reason, you feel that you cannot get the information or help you need from people at JCPS, you can get help about your rights from: Smoky Mountain Center at 828-586-5501; Governor’s Advocacy Council for Person with Disabilities 1-800-821-6922; The N.C. Mental Health Consumer’s Organization, Inc. 1-800-326-3842; The N.C. CARELINE 1-800-662-7030.

Rights Restrictions
With the exception of an emergency physical restraint, JCPS will not restrict your rights.

Grievances
JCPS will make every effort to resolve a grievance in a fair, equitable, and timely manner. A grievance is defined by a client complaint, received by any employee, intern/practicum student, volunteers, or contract providers. Grievances received from clients/parents/legally responsible persons will not result in retaliation or barriers to service.

You are encouraged to resolve your complaint with your therapist. When you have a grievance and it cannot be resolved verbally, you should be assisted in recording the grievance in written form and turning it into administration for review.

You or your parent/legally responsible person are encouraged to make your complaints in writing with signatures and date. The grievance should be mailed to JCPS administrative offices at 98D Cope Creek Rd, Sylva, NC 28779. If the you or your parent/legally responsible person would like make a complaint verbally instead of in written form, you can contact JCPS president, Dr. Raymond Turpin at (828) 226-2352.

Suspension of Services
Services can be suspended by Jackson County Psychological Services (JCPS) if an employee's judgment is that there is a significant safety concern for the provider. Services can be suspended until a safety and/or behavioral plan is in place to ensure overall safety of you and our staff.

The behavior and/or safety plan must be implemented within 48 hours at which point services can be resumed. Each occurrence of suspending a you from services must be documented in an incident report and be reviewed by the Client’s Rights Committee.

Expulsion from Services
You can be expelled from JCPS when the safety of the employee is continually at risk and the implemented behavioral/safety plans have failed because of noncompliance on your part and your guardian/parent.

You can be expelled from JCPS when you and/or your guardian/parent fails to comply with treatment and we have made numerous documented attempts at engaging you and your guardian/parent into treatment.

For either instance, the expulsion procedure should be explained to you and/or your guardian/parent via face-to-face meeting, phone call, or letter and an appropriate referral will be offered and documented in your medical record. Each occurrence of expulsion from services must be documented in an incident report and be reviewed by the Client’s Rights Committee.

Search and Seizure Policy
Jackson County Psychological Services (JCPS) employees have the right to search and seize your property and/or belongings if there is suspicion of illegal substances, weapons, or dangerous objects that may cause harm stated by G.S. 122C-51; 143B-147. You shall be free from unwarranted invasion of privacy. JCPS employees can search your belongings if not on school property or in your residence. Employees must search belongings in your presence. If a weapon or dangerous objects are discovered, the employee must make arrangements with your parent or guardian to obtain the object. Each occurrence of search and seizure must be documented in an incident report and be reviewed by the Client’s Rights Committee.
Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. The privacy of your medical information is important to us. Jackson County Psychological Services (JCPS) understands that your medical information is personal and we are committed to protecting it. We create a record of the care and services you receive in our agency. We need this record to provide you with quality care and to comply with certain legal requirements. This notice will tell you about the ways we may use and share medical information about you. This notice also describes your rights and certain duties we have regarding the use and disclosure of medical information.

General Information

Information regarding your health care, including payment for health care, is protected by two federal laws: the Health Insurance Probability and Accountability Act of 1996 (HIPPA), 45 C.F.R. Parts 160 & 164 and the Confidentiality Law, 42 C.F.R. Part 2. In the state of North Carolina the General Statutes 122 (c) also protects your information. Under these laws, Jackson County Psychological Services (JCPS) may not say to a person outside JCPS that you are a client, nor may we disclose any information identifying you as a client except as permitted by federal and state law.

JCPS must obtain your written authorization before we can disclose information about you for payment purposes. If you do not authorize us to release information to your insurance company then full payment will be required at the time of service.

JCPS may use and disclose your protected health information for health care operations. Within our offices, clinical staff are authorized to review medical records for the purposes of providing client care and treatment; support staff and billing staff including Smoky Mountain Center (our Local Management Entity) are authorized to review protected health information for the purposes of carrying out their routine jobs; Smoky Mountain Center and JCPS share custodianship of our client’s medical record and will need to review records for utilization management. Staff members conducting quality assurance, utilization review and peer review activities may access protected health information when they perform their review, responsibilities; and Protected Health Information may also be accessed by students, interns and trainees who have signed a confidentiality agreement with us and are working with JCPS staff members to help them practice and improve their skills.

The laws to permit JCPS to disclose information without your written permission under the following conditions:
1. When the use and/or disclosure is required by law;
2. When the use and/or disclosure is necessary for public health activities;
3. If you have, or if we assign a client advocate to work in your behalf, the advocate may review your record.
4. We may share information with a physician who referred you to our facility.
5. With a business associate; (a business associate is someone who provides services to JCPS or provides services on our behalf).
6. For research, audit or evaluations;
7. To report a crime committed on JCPS premises or against our personnel;
8. To medical personnel in a medical emergency;
9. If we believe you are a danger to yourself or to others, or if we believe that you are likely to commit a crime, we may share information with law enforcement;
10. To appropriate authorities to report suspected abuse, neglect or exploitation
11. As allowed by a court order.

Before we can use or disclose any information about your health in a manner that is not described above or in items 1-11, we must first obtain your specific written authorization allowing us to make the disclosure.

Any such written authorization may be revoked by you in writing except to the extent action has already been taken. JCPS may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you. If you choose not to be contacted by us via telephone, letters or messages document your objection in writing and give it to your service provider.
JCPS Duties
We are required by law to maintain the privacy of your health information and to provide you with a notice of our legal duties and privacy practices with respect to your health information. JCPS is required by law to abide by the terms of this notice.

Your Privacy Rights
1. Under HIPPA you have the right to request restrictions on certain users and disclosures of your health information. JCPS is not required to agree to any restrictions you request, but if we do agree then we are bound by that agreement and may not use or disclose any information which you have restricted except is necessary in a medical emergency or as required by law.
2. You have the right to request that we communicate with you by alternative means or at an alternative location. We will accommodate such requests that are reasonable and will not request an explanation from you. For example: you may wish for us to call you at a different telephone number.
3. You have the right to inspect your record. Inspections must be scheduled with your primary provider and in some circumstances requests may be denied. You also have a right to request a personal copy of your record for a fee. JCPS must respond to your request within 30 days.
4. You have the right, with some exceptions; to amend health care information maintained in our records. All requests for amendments must be made in writing. JCPS must respond to your request within 60 days.
5. You have the right to request and receive an accounting of disclosures of your health-related information made by JCPS during the six years prior to your request. We are required to provide a listing of all disclosures except the following: for your treatment, for billing and collection of payment for your treatment, for our healthcare operations, made to or requested by you or that you authorized, occurring as a result of permitted uses and disclosures, made to individuals involved in your care, allowed by law or if the information released did not identify you.
6. You also have a right to receive a paper copy of this notice.

Complaints and Reporting Violations
You may file a complaint with JCPS and/or the Secretary of the United States Department of Health and Human Services if you feel that your privacy rights have been violated under HIPPA. If you file a complaint, we will not take any action against you, or change our treatment of you in any way. To file a complaint with JCPS, document your complaint in writing along with your full name, address, and phone number. Mail to Jackson County Psychological Services at 98D Cope Creek Road, Sylva NC 28779. You may also contact the Client Rights Committee for the Local Management Entity, Smoky Mountain Center 828-586-5501.

Your choices and Input into Services
You have the right to make choices and give input throughout your services with JCPS. You can partner with your therapist or Case Manager to discuss your preferences and choices regarding your treatment. You may give input regarding the quality of care you receive and the achievement of outcomes you expect.

JCPS also encourages you to participate in the surveys that we provide bi-annually which will allow you to give your opinion about your satisfaction with services and suggestions to our agency regarding your treatment.

How to get help when dealing with a Crisis
Our licensed therapists and case managers provide crisis coverage for their caseloads 24 hours a day, 7 days a week, 365 days a year. A back-up licensed therapist is on-call to help receive crisis phone calls in the event your therapist or case manager is unable to be reached.

In the event of a crisis, if you are unable to reach your therapist or case manager, you can call the live operator with the answering service who will take a message from you regarding your crisis. The operator will contact the on-call therapist and give them your information and request that they contact you directly.

The On-Call Crisis number is: 1-800-572-2079
Office locations

Jackson County Psychological Services
98D Cope Creek Road
Sylva, NC 28779
(828) 586-6600
(828) 586-6601 fax
Www.jacksoncountyps.org
Office hours: Monday—Friday 8:30am-5:00pm

Haywood County Psychological Services
669 S. Haywood Street
Waynesville, NC 28786
(828) 456-2997
(828) 456-2996 fax
Www.haywoodcountyps.org
Office hours: Monday—Friday 8:30am-5:00pm

Jackson County School of Alternatives (aka The Hub)
3770 Skyland Drive
Sylva, NC 28779
(828) 586-4328
(828) 586-2490 fax
Office hours: Monday—Friday 8:00am-2:30pm
Fall of 2008 hours will be: 8:00am-5:30pm Monday—Friday

On-Call Crisis # is: 1-800-572-2079