

CATALYST LIFE SERVICES

741 Scholl Rd., Mansfield, OH 44907

419-756-1717

Dear Family Member or Friend,

Because we all care about our clients and their treatment, we have attempted to answer some common questions that you might have in regards to how you can be helpful in their treatment. We encourage family members and friends to participate in treatment to the extent that a client will allow.

APPOINTMENTS

We encourage clients to bring family members or friends with them to their appointments.

WHAT CAN I DO TO SUPPORT MY FAMILY MEMBER OR FRIEND WITH THEIR TREATMENT?

Ask questions. The more you know, the more you can help. Talk with treatment team members and find out if you can be involved in treatment team meetings.

RELEASE OF INFORMATION FORMS

A client's personal health information is confidential. However, a client may want you to be involved in their treatment. Release of Information forms are available in the front lobby or may be obtained from staff. The Release of Information forms will allow a client to authorize how much information they want to share with you. All Release of Information forms have an expiration date. Please be aware of the expiration date so that you can discuss completing a new form before the current one expires.

WHAT IF I DON'T HAVE A RELEASE OF INFORMATION FORM ON FILE AND I WANT TO SHARE INFORMATION WITH THE AGENCY?

The agency can accept any information that you want to share, even without a Release of Information on file. To protect the client's confidentiality, staff members can offer to mail or fax a Release of Information form to you to be completed and signed by the client so that you can be involved in their treatment to the extent that the client will allow. Staff members can also assure you that you can share your concerns with the agency and they can pass along the information to the appropriate staff. This will allow you to communicate the information and maintain the client's right to confidentiality by not disclosing that he/she is a client and not disclosing any personal health information about the client until the Release of Information is on file.

CLIENT RIGHTS

The Client Rights message line is 419-776-6768. Feel free to call this number and leave a message asking for the Client Rights Officer to return a call to you. The Client Rights Officer can help answer questions you might have.

HELPLINE/WARMLINE

Our HELPLINE/WARMLINE is available 24 hours a day, 7 days a week.

Encourage your family member or friend if they ever experience a need to talk to someone immediately or feel that they are in a crisis situation, please call 419-522-HELP (4357).

NAMI (National Alliance on Mental Illness)

NAMI of Richland County is an advocacy resource committed to helping family members and their loved ones. Call 419-522-6264 for information on our support group and classes.

Updated 9/2/14