

DEAR PARENTS, STUDENTS, & FAMILIES:

Child and adolescent years are filled with changes and challenges that impact one's mental and physical health. Youth also experience various feelings that are difficult to process, which effects their success at home and school. An increasingly common service to address these issues is school based therapy. To ensure all students receive mental health supports, Carolina Family Services has partnered with Anderson District 1 to provide individual counseling, diagnostic assessments, and family counseling/education.

Carolina Family Services is a local non-profit supporting the unique mental health needs of children in the Upstate for over 15 years. All of the counselors are licensed and qualified to treat a variety of mental health issues, such as: ADHD, aggression, depression, trauma, anxiety, disruptive behaviors, poor social skills, and grief/loss. These supports are conveniently offered within your child's elementary, middle or high school.

If you are interested in receiving services for your child or family, please complete the packet attached and return to your child's teacher OR you may complete a referral on our website: www.carolinafamily.org. The QR code is also attached for a convenient link to our paperwork and more about our Agency.

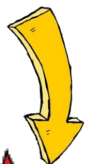
Should you have any further questions about our services, or desire to speak with someone regarding a current referral, please contact our intake coordinator Susan Elter at (864) 283-0637 Ext 200 or by email at Susan@carolinafamily.org.

We appreciate the opportunity to serve the students in Anderson District 1.

Thank you!



SCAN QR CODE!





Phone: (864) 283-0637
Fax: (864) 283-0638
Email: info@carolinafamily.org
www.carolinafamily.org

Office Address
17 Memorial Medical Drive
Greenville, SC 29605
115 Southport Rd, Suite F
Spartanburg, SC 29306

NOW SERVING STUDENTS IN ANDERSON COUNTY DISTRICT 1 FOR SCHOOL BASED COUNSELING:

- Cedar Grove Elementary
- Concrete Elementary
- Palmetto Elementary, Middle, and High School
- Powdersville Elementary
- West Pelzer Elementary
- Wren Elementary, Middle, and High School

Scan our QR code to learn more & complete our online intake paperwork!



OUR SERVICES

Carolina Family Services is an integrative behavioral health and pediatric provider located in the Upstate. Individuals served by our Agency may receive behavioral health counseling; assessments; pediatric medical care and medication management, community and behavioral modification based services and more. We accept all SC Medicaid plans and have bilingual Spanish staff and interpretation support.

OUTPATIENT COUNSELING

Our team of qualified mental health therapists can provide counseling services to children, adolescents, and their families in both Greenville and Spartanburg offices. We can address a wide variety of behavioral, emotional, and relational problems that children and families may face.

IN-HOME THERAPY

Our RBHS staff are able to provide families with the help they need to strengthen their relationships, educate and to assure safety in their homes by providing Behavioral Modification services, Family Support services, and Psychosocial Rehabilitative Services.

MEDICAL CARE

Our modern approach of holistic care blends over 20 mental health support specialists in direct partnership with our pediatrician to deliver integrated services to pediatric patients impacted by mental, behavioral, and developmental disabilities. We provide pediatric and medical services for newborns, infants, children, and young adults who opt to select Carolina Family Services as their medical home. Services include: Annual Wellness Exams, Health Screenings, Immunizations, Sick Visits, and more.



OUR MISSION

At Carolina Family Services, our mission is to improve the wellness of the Upstate by providing the highest quality behavioral and mental health services for at risk and special needs children, adolescents, and their families falling at/or below the federal poverty guidelines qualifying for Medicaid.

COMMITMENT

CFS operates with eight core values, many of them relating to collaboration and the integrated health needs of our clients and recognizes the demand for additional programming focusing on our client's physical health and wellbeing. We have expanded to provide social services coordination, bilingual services, food assistance, and other supplementation programs.

SUCCESS

Our staff have touched the lives of over 10,000 families within the past 15 years. We have excellent clinical outcomes in all of our treatment programs, and the families we work with consistently express their satisfaction with the quality of the services they received.



17 Memorial Medical Drive
Greenville, SC 29605

115 Southport Rd, Ste. F
Spartanburg, SC 29306

Phone: (864) 283 – 0637 Fax: (864) 283 – 0638

Client Information

Client First Name	Client Middle Name	Client Last Name	Personal Pronoun
_____	_____	_____	_____
Client Date of Birth	Social Security Number	Gender	Race
_____	_____	_____	<input type="checkbox"/> American Indian or Alaska Native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> White <input type="checkbox"/> Bi-racial
Marital Status	Email Address	Phone Number	(If the client is a minor) Legal Guardian's Name
_____	_____	_____	_____
Additional Guardian Name(s) & Relationship(s)	Group/Facility Name		
_____	_____		
Address	Address 2	City	State
_____	_____	_____	_____
Emergency Contact Name	Emergency Contact Phone Number	Primary Care Physician	If no primary care physician, are you interested in learning about medical services with our facility? (Please circle your answer)
_____	_____	_____	Yes No
Referral Source (Case Manager, Agency Name, Another Counselor, Social Media, Referral from friend)			

Insurance Information

Medicaid Insurance Company	Medicaid ID #	Medicaid Policy Holder Name	Medicaid Policy Holder DOB
_____	_____	_____	_____

Do you have additional insurance that is not a Medicaid plan? (If yes, please fill out the information)

Name of Private Insurance Company

Insurance ID #

Private Policy Holder Name

Private Policy Holder DOB

Insured's Relationship to the client

Guarantor Information

Guarantor Information is responsible party information. The guarantor is always the patient unless the patient is a minor or an incapacitated adult. The guarantor for a minor child (a child that is under 18 years of age except for an emancipated minor) is the parent that presents the child for services at the time of the initial visit.

Relationship to the patient

Self Parent/Guardian

Guarantor's Driver's License #

State Issued

Guarantor's Full Name

Guarantor's Date of Birth

Mailing Address (if different from patient)

Guarantor's SSN

Best Contact Number

Guarantor's Driver's License #

State Issued

Gender

Employer

Insurance & Financial Policy (Please Read Carefully Before Signing)

I certify that I, and/or my dependent(s) have coverage with _____ and (if applicable) _____

and I assign directly to Carolina Family Services (CFS) all insurance benefits, if any otherwise payable to me for services rendered. I understand that I am financially responsible for all charges whether or not paid by insurance. I authorize the use of my signature on all insurance submissions. The above-named facility may use my health care information and may disclose such information to the above-named Insurance Company (ies) and their agents for the purpose of obtaining payment for services and determining insurance benefits or the benefits payable for related services. At a minimum, we are required to provide a clinical diagnosis. Some companies require additional information such as treatment plans, summaries, or copies of your entire clinical record. We make every effort to release only the minimum information necessary for the purpose requested. This information will become a part of the insurance company files. Though all insurance companies claim to keep such information confidential, we have no control over what they do with your private information once it has been released to them. By signing below, you allow CFS to communicate your health information for the purpose of billing and resolution of any financial difficulties posed by insurance. This consent will end when my current treatment has ended or has been terminated by Carolina Family Services.

Additionally, if you have primary/commercial insurance other than Medicaid you MUST provide us with the information. **Failure to disclose this information resulting in a denial of services, may result with your responsibility for payment.** Therefore, it is your responsibility to notify the staff of CFS regarding any and all changes to your insurance coverage.

Client/Guardian Signature

Relationship to Client

CFS Financial Assistance Program

This program is designed to provide assistance to patients and families who are experiencing financial hardships and would like to

receive support from CFS. CFS hosts various events throughout the year that provide free supplies and other specific aid for food, diapers, toiletries, and school supplies.

Are you interested in enrolling in the Financial Assistance Program? *(Please circle your answer)*

Yes

No



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Health Insurance Portability and Accountability Act (HIPAA)

All information revealed by you in a counseling or behavioral support session and most information placed in your counseling/therapy file (all medical records or other individually identifiable health information held or disclosed in any form) is considered "protected health information" by HIPAA. As such, your protected health information cannot be distributed to anyone else without your express informed and voluntary written consent or authorization. The exceptions to this are defined immediately below.

Use or disclosure of the following protected health information does not require your consent or authorization:

- Uses and disclosures required by law, law enforcement, judicial and administrative proceedings.
- Uses and disclosures about victims of abuse, neglect, or domestic violence.
- Uses and disclosures for health and oversight activities.
- Uses and disclosures for research purposes.
- Uses and disclosure to avert a serious threat to health or safety.
- Uses and disclosure for Workers' Compensation

PLEASE INDICATE YOUR PREFERRED METHOD OF CONTACT & HIPAA RELEASE OF INFORMATION

How would you like to be contacted regarding appointments, treatment and/or other information pertinent to your healthcare and/or payment for your healthcare provided at Carolina Family Services?

Any Method of Contact (telephone, text, email)

Limited Contact (specify):

Select all that apply

Telephone Email Text

Phone

Work Phone Cell Phone Home Phone

Email

Text Number

What is the best number to leave a "confidential" voicemail or text

CFS CLIENT RIGHTS

- I. As a client, you have the right to view your medical file.
- II. As a client, you have the right to receive a copy of your file, but any copies will consist of documents generated by CFS only. Also, you will be charged copying fees of \$.25 per page.
- III. As a client. You have the right to request amendments to your medical file.
- IV. As a client, you have the right to receive a history of all disclosures of protected health information.
- V. As a client, you have the right to restrict the use and disclosure of your protected health information for the purposes of treatment, payment, and operations, but this may result with financial obligations for any services provided.
- VI. The provider can be expected to respect you as an individual and to convey this respect by keeping appointments or contacting you if a change is necessary, by giving you complete attention during sessions, and by providing the most effective services she/he can. It is your right to receive services within available resources to protect the personal liberty of the individual and are provided in the least restrictive condition necessary to achieve the purpose of treatment.
- VII. If you choose to release any protected health information you will be required to sign a Release of Information form detailing exactly to whom and what information you wish disclosed.
- VIII. As a client, you have the right to register a complaint with the Secretary of Health and Human Services if you feel your rights, herein explained, have been violated.

CONSENT FOR TREATMENT & PROFESSIONAL DISCLOSURE INFORMATION

I. Understanding Services: Carolina Family Services offers a wide array of integrated services, such as behavioral health and physician's medical services. All CFS services are a collaborative relationship between you and your counselor, physician, and/or community support staff (CSS). Each member of this working relationship has certain responsibilities to ensure the continuity of treatment. Your counselor, physician, and/or CSS will contribute their knowledge, expertise, and clinical skills to provide support, relief, and effective treatment of symptoms presented. You, as the client or family member, have the responsibility to bring an attitude of cooperation and a commitment to the therapeutic process and with all medical treatment and recommendations. While there are no guarantees regarding the outcome of the treatment, your dedication and motivation may increase the likelihood of a satisfactory experience and observed remission of symptoms.

Furthermore, the services at CFS are designed to help cultivate change for you, your child, and your family. Sometimes this kind of change is difficult because it raises feelings, thoughts, and worries that people try to keep inside, which can be harmful. As with any treatment, Carolina Family Services has tried to anticipate any risks you may face as a result of receiving behavioral support services, but should you have any questions regarding your risks or consent, then please discuss during your initial session with your therapist, CSS or Physician. However, it is important to consider that the benefits of therapy and/or medical or medication services to you or your child, may include symptom reduction, healthy living and nutrition, improved behavior, effective communication, healthy relationships, and positive mood symptoms.

II. Appointments: All office and in-home visits are by appointment only and may be scheduled with any CFS staff member. Please plan to participate in a timely manner, as missing valuable time negatively effects your treatment. If you are unable to keep a scheduled appointment, you must notify CFS at least 24 hours in advance to avoid having your case closed and treatment terminated. If you miss or cancel your appointment, it is YOUR responsibility to contact our office for a new appointment time. Please Note: Two or more missed appointments in a 6-month period with LESS THAN a 24-hour notice will result in case closure and discharge from all CFS services.

For RBHS/CSS: This program in which you are choosing to participate requires a significant time investment in order to see the maximum benefit of the services being offered. Ideally, you will be able to engage in all of the hours that are recommended based on the assessment you completed recently. CFS recognizes the challenge in engaging in a multi-day, multi-hour service such as our RBHS in-home program. If you are unable to keep a scheduled appointment, you must notify CFS at least 24 hours in advance. Please note 2 or more missed appointments in a month, with LESS THAN a 24-hour notice will result in a case closure and discharge from all CFS services.

III. Fees: We accept all South Carolina Medicaid plans. We do not accept or take money from SC Medicaid recipients, nor do we ask for or accept any co-payments. However, other clients insured outside of SC Medicaid and affiliated MCO's will be held to the self-pay rates listed below. To aid with the cost of services, private insurance members and the uninsured, not covered by Medicaid, will be provided a Super Bill for direct reimbursement from their respective insurance company for Mental Health Services rendered. We cannot guarantee that you will receive payment as some providers do not recognize a Super Bill nor will they cover

Mental health treatment services for out-of-network providers, but we will provide this service as a courtesy. However, it is the responsibility of the patient and/or the guarantor to cover any and all expenses not paid by the insurance plans and to update of any and all changes to the patient's insurance coverage.

LIPS & RBHS CORE SERVICES

- Diagnostic Assessment = \$160.00
- Follow-Up Diagnostic Assessment = \$100.00
- Individual Therapy (30 min)= \$50.00
- Individual Therapy (40-50 min) = \$95.00
- Individual Therapy (50-60 min) = \$120.00
- Family Therapies (60 min) = \$120.00
- Couples Therapy (60 min) = \$115.00
- CALOCUS Assessment = \$150.00
- Specialized Assessments (hourly)= \$100-\$150

PHYSICIAN SERVICES

- New Patient/Well Child = \$200.00
- New Patient/Sick Visit (60 min) = \$300.00
- New Patient/Sick Visit (30 min) = \$200.00
- Established Patient/Well Child = \$175.00
- Established Patient/Sick Visit (60 min) = \$275.00
- Established Patient/Sick Visit (30 min) = \$175.00
- Sports Physical Only New/Established = \$100.00
- Vaccines/Immunizations = Varies
- Screenings & Assessments = Varies

RBHS COMMUNITY SUPPORT SERVICES

- Behavior Modification (15 min) = \$20
- Family Support (15 min) = \$20
- PRS (15 min) = \$20
- Crisis Management (30 min) = \$60
- Crisis Management (60 min) = \$120
- SPD/Treatment Team Meetings (15 min) = \$10

RBHS MEDICATION MGMT

- Full Medical Evaluation = \$450
- Medication Management (15 min) = \$40 or \$160 hourly

Client Signature (LEGAL GUARDIAN IF MINOR)

If you are signing as a personal representative of the patient, describe your relationship to the patient and the source of your authority to sign this form.

Relationship to Client

Print Name

IV. Confidentiality: Communication between you and your support team (therapist, physician, and community support staff) is confidential. This means that members of your team will not discuss your case orally or in writing without your expressed written permission on a release of information (please see the following section on "Training and Supervision"). However, all staff at CFS have an ethical and legal obligation to break confidentiality under the following circumstances:

1. If there is a reason to believe there is an occurrence of child, elder, or dependent adult abuse or neglect.
2. Observed environmental dangers impacting safety of client, child or other vulnerable family members.
3. If there is reason to believe that you have serious intent to harm yourself, someone else, or property by a violent act you

may commit or have intent to commit.

4. If you disclose that you knowingly develop, duplicate, print, download, stream, or access through any electronic or digital media or exchanges, a film, photograph, video in which a child is engaged in an act of obscene sexual conduct.
5. If you introduce your emotional condition into a legal proceeding or it is introduced by another Agency that requires professional recommendations or knowledge.
6. If there is a court order or subpoena requesting immediate release of your records.

V. Confidentiality & Children: To ensure security and trust, child and adolescent clients must feel they are able to speak freely without consequence of disclosure to their parents or authorities. Thus, all services provided to children above the age of 12 are strictly confidential.

1. For teenagers ages 12 to 19, all discussions between any behavioral health specialist or medical professional, and client are confidential and client are confidential. However, CFS staff will disclose information to parents if: 1) the child is at serious risk of harming self or others; and 2) the child is involved in potentially self-destructive behavior like heavy drug use or unprotected sex; 3) there exist situations that may severely hamper treatment. In the latter case, CFS may choose not to share the specifics of the information but may refuse to continue the case if the child will not self-disclose. Many times the therapist will use information shared by the child to guide and direct the parent(s) toward more effective parenting. However, CFS will not routinely disclose to parents issues of minor drug use, protected and safe sex practices, issues relating to sexual preference or gender expression, legal infractions, or violations of house rules that are unbeknownst to the parents.

2. Teens should be aware that parents could file court action to open their records. However, CFS discourages this practice and reserves the right to decline services for parents who will not consent to allow the therapist to disclose only what is necessary to further their progress. To be clear, therapy cannot be effective if children believe the therapist is an information conduit to their parents. If parents wish to discuss this matter with the therapist, they are encouraged to do so before any individual time is scheduled with the child.

3. Records for children may be requested by a family member, legal guardian, physician, or any other outside agency. However, CFS reserves the right to refuse record dissemination to ANY individual with a pending or founded case of abuse, neglect, or domestic violence, involving the client in ANY capacity. In the event release of these records may result in harm to the client or other family member, records will be refused and individuals will have to seek counsel or request a subpoena for records from a family court judge at their own expense, as this is our policy, and the consent reflects you agree and will adhere to this policy.

VI. Training & Clinical Supervision: Carolina Family Services is a training center for Bachelor's, Master's, and Doctoral interns, licensed counseling associates, and other paraprofessional or medical supports. All behavioral support staff are under the supervision of licensed mental health professionals, licensed supervisors, and under the direct attention of an on-staff pediatrician. As such, they are required to attend weekly to monthly supervision and staff meetings where your case may be discussed and private information may be revealed. In order to ensure that interns receive the best possible training, and that clients are well served, your sessions may be video or audiotaped. Tapes are reviewed in supervision and are always erased in a timely manner. However, you must agree that your case can be discussed in supervision to receive services at CFS by a provisionally licensed staff, community support staff, or paraprofessional support, as this is a SC licensure and Medicaid requirement for those without a medical degree.

All of our therapists are licensed through the SC Board of Examiners for The Licensure of Professional Counselors, Marriage, and Family Therapists, and Psycho-educational Specialists. This Board is located in The Synergy Center (Kingstree Building) in Columbia, South Carolina at 803- 896-4652 (mailing address is P.O. Box 11329 Columbia, SC 29211-1329). Additionally, all of our therapists abide by the American Counseling Association Code of Ethics. We employ a variety of therapists with a range of experiences and expertise. During your first session with your therapist, they will provide you with a statement detailing their education, training, licensure limits, and clinical experiences. Additionally, they are responsible to provide their professional disclosure statement, which should entail their licensure status and supervisor information. In the event that you have a problem with the therapist or services rendered to your child, please contact our Clinical Director, Tamara Siders (Tamara@CarolinaFamily.org) or the Executive Director, Jennifer Brooks (jennifer@carolinafamily.org).

Our Pediatrician is licensed through the SC Board of Medical Examiners (SC # 29420) located at 110 Centerview Drive, Columbia SC 29210. He is also a member American Board of Pediatrics ID#: 1005344.

VII. Contact Information: CFS has two physical locations: 17 Memorial Medical Drive Greenville, SC 29605 (Primary mailing address) and 115 F Southport Road Spartanburg SC 29306. Our office hours are Monday-Thursday 8:30am-8:00pm; Friday 9am-2pm in our Greenville location, and Monday-Thursday, 8:30am-8:00pm in our Spartanburg location, but we can also be reached at each of our locations by calling our main line at (864) 283-0637. If we missed your call or you are contacting us outside of our

designated hours, you may leave a confidential voicemail. Any calls placed on Friday or over the weekend are returned when normal hours resume on Monday. Our email address is info@carolinafamily.org, and it is checked at least once every day. Our website is www.carolinafamily.org and contains more information regarding Carolina Family Services, and all of the services that we provide. Additionally, you can fax information to us at (864) 283-0638.

VIII. Emergency & Crisis Services: Counselors and therapists check for voice mail and email messages during normal business hours, but crisis services are not provided. Messages left outside of normal CFS hours of operation will be picked up on the next business day. If you have an emergency that needs immediate attention, you may need to seek assistance at the nearest emergency services department or call local law enforcement. However, RBHS and community support specialists are available 24-7 for deemed emergencies. Information regarding their personal contact will be provided during your initial intake appointment in the home. In the event you cannot reach your in-home specialist, please contact our Executive Director, Jennifer Brooks (Jennifer@carolinafamily.org).

Medical: Please limit after-hour calls to urgent issues and emergencies. For refills, appointment requests, and other non-urgent matters, you may leave a voicemail or call during normal hours of operation. For Carolina Family Services after hours, calls will be screened to verify the nature of the emergency, and then forwarded to the doctor for a response within 1 hour. For patients uninsured by SC Medicaid, a charge of \$50 will be applied for after-hours calls that do not lead to an office or emergency department visit.

IX. Medication Management: It is the policy of CFS to maintain a safe and competent medication management system that is based on best practice and the care process of all clients that includes: recognition of the problem/need, assessment, diagnosis(es), medication administration, management, monitoring and revising the individualized, person-centered approach to care as well as documentation consistent with standards of medication management and administration standards. Due to this, all clients who receive medication management through the RBHS program are required to participate in core services and/or community support services. Successfully discharged clients may maintain medication management when a bridge appointment to a PCP is unavailable.

All medication refill requests should be addressed at the time of your visit with the physician. If there are extenuating circumstances, you may call the office to contact your physician about a medication refill request. However, all refill requests should be processed during the time of your appointment. It is YOUR RESPONSIBILITY to inform us at least (5) days before your child will be out of medication. Failure to provide the physician and staff of CFS with proper notification may result with delays in care and medications. If you need any further assistance, please call our offices at 864-283-0637. Please be aware that any prescription refills will need to be picked up at the CFS Greenville office during normal business hours. This applies to both controlled and uncontrolled medications unless otherwise completed using the E-script program.

X. Records: CFS handles the release and/or disclosure of all confidential patient medical records in a manner that strictly adheres to state and federal laws, rules and regulations. Original medical records are the property of the CFS, and as such will not be released from our Agency unless in accordance with a court order, subpoena, or due to direct request with a release of information. Original medical records are never allowed to leave our Agency without prior authorization and approval by the treating provider(s) or his or her designee. Therefore, we require 5-7 business days to process records requests unless deemed a medical or legal emergency. All expedited requests will need to be directed to our records department with a specific request to records@carolinafamily.org

XI. Terminating Treatment: You have the right to end treatment at any time, for whatever reason and without any obligation, with the exception of payment of fees for services already provided. You have the right to question any aspect of your treatment with your counselor, physician, or community support specialist. You also have the right to expect that your counselor will maintain professional and ethical boundaries by not entering into other personal, financial, or professional relationships with you.

CFS reserves the right to discontinue counseling, community support or medical treatment at any time including, but not limited to, a violation by you of this Consent for Treatment, a change or reevaluation by CFS of your therapeutic needs, CFS's ability to address those needs, or other circumstances that lead CFS to conclude in its sole and absolute discretion that your counseling needs would be better served at another counseling facility. Under such circumstances, CFS will suggest an appropriate counselor(s) or counseling agency and make necessary referrals for continuity of care. Since we have provisionally licensed or dually employed staff, some behavioral health support staff are generally contracted with CFS. Therefore, it is possible that your staff may leave CFS prior to discharge of treatment. If this occurs, we will take reasonable steps to ensure a smooth transition within our agency to another specialist. In the event we cannot continue such services, we will ensure referrals to appropriate Agencies, but it is your responsibility to seek out such treatment as a result of those referrals or recommendations.

XII. Telehealth Treatment & Consent (Updated 2020-due to COVID-19): Telehealth is defined as the use of electronic information and telecommunications technologies to support distance in clinical, behavioral, medical, and mental health care. The interactive electronic systems incorporate network and software security protocols to protect patient information and safeguard the data exchanged. As with any medical procedure, there may be potential risks associated with the use of Telehealth. Risks with these services consist of the following:

1. Therapy conducted online is technical in nature and problems may occasionally occur with Internet connectivity difficulties. Service interruptions are outside of the control of CFS.
2. Information transmitted may not be sufficient (e.g., poor resolution of video) to allow for appropriate medical decision making by the psychiatrist or therapist.
3. Delays in evaluation and treatment may occur due to deficiencies or failures of the equipment.
4. Although highly unlikely, security protocols can fail, causing a breach of privacy of confidential medical information.
5. A lack of access to all of the information that might be available in a face to face visit, but not in a Telehealth session, may result in errors in provider judgment.

XIII. Client Rights & Responsibilities for use of Telehealth

- I understand that the laws that protect the privacy and confidentiality of medical information also apply to Telehealth services.
- I understand that the technology used by the provider is encrypted to prevent the unauthorized access to my private medical information.
- I have the right to withhold or withdraw my consent to the use of Telehealth during the course of my care at any time.
- I understand that the provider has the right to withhold or withdraw his or her consent for the use of Telehealth during the course of my care at any time.
- I understand that all the rules and regulations, which apply to the practice of medicine in the state of South Carolina also apply here.
- I understand that the provider will not record any of our Telehealth sessions without notification and consent, but that these may be used during supervision and treatment team staffings.
- I agree to take full responsibility for the security of any communications or treatment information involved with my own computer and with my own physical location.
- I will not record any Telehealth sessions without written consent from the provider. I will inform the provider if any other person can hear or see any part of our session before the session begins.
- I have read and understand all of the policies of CFS, and that they apply to all telemedicine as well as all in-person visits.

XIV. Other Policies & Procedures

Supervising Children: Children under the age of 18 MUST be supervised at ALL times by a parent, guardian or agency representative. Carolina Family Services' Staff and its entities are not responsible for the safety, care, supervision or entertainment of ANY child left unattended, including patients. While we understand that parent participation is important in therapy, it is YOUR responsibility to ensure childcare for children who accompany patients to Carolina Family Services. In addition, at no time, should a child be left in the lobby while a guardian leaves the building or its facilities. Failure to respect or abide by this policy may result in immediate termination and discharge from Carolina Family Services.

Freedom of Choice: I have been informed and provided with alternative options for services available to my child, family, or my self. I understand I have a right to choose the provider of these services, and I have been given the opportunity to choose between enrolled Medicaid providers in the community either by my referring agent or on my own volition. I have selected, Carolina Family Services, to provide services offered, to include core therapies, physician services and RBHS treatment. As long as I remain eligible for ANY behavior health services, I will continue to have the opportunity to choose between qualified Medicaid providers, and I have the right to terminate with CFS at any time by writing or verbal notification. I also understand that I have the right to refuse behavioral health services, and this refusal does not prevent me from receiving other Medicaid services for which I may qualify with other agencies.

COVID-19 Safety Protocols: The current pandemic has impacted how we operate safely and perform usual job duties. Therefore, CFS and its staff have implemented safety protocols and standards that must be adhered to at all times to maintain treatment. Effective immediately, all staff and patients will submit to daily temperature checks prior to entering CFS buildings. In-home staff will use PPE's and maintain appropriate social distancing standards when applicable. All patients and family members are required to wear a mask unless they have a condition preventing the use of such masks and equipment. Additionally, minor patients may be accompanied by no more than 2 family members, who agree to adhere to a temperature check and the use of a face mask or shield before entering the building. In the event safety protocols cannot be adhered to, patients and their families can convert services to Telehealth while these are available. Complete refusal to adhere to COVID-19 protocols will result with case closure and a referral to an outside Agency.

I HAVE READ THIS CONSENT & PROFESSIONAL DISCLOSURE AND UNDERSTAND IT ENTIRELY.

I CONSENT TO THE USE AND DISCLOSURE OF MY PERSONAL INFORMATION FOR PURPOSES OF TREATMENT, PAYMENT, AND HEALTH CARE OPERATIONS. I HAVE READ AND UNDERSTAND THE INFORMATION PROVIDED REGARDING ALL BEHAVIORAL

HEALTH SERVICES, TO INCLUDE TELEHEALTH, AND I GIVE MY INFORMED CONSENT TO ALL OF THESE SERVICES. I HAVE READ AND UNDERSTAND ALL THE INFORMATION PROVIDED IN THE PRECEDING PAGES REGARDING CONFIDENTIALITY AND SUPERVISION, AND I HAVE HAD THE OPPORTUNITY TO DISCUSS ANY QUESTIONS OR CONCERNS TO MY SATISFACTION. I ALSO ACKNOWLEDGE THAT I HAVE RECEIVED A COPY OF THE HIPAA NOTICE OF PRIVACY PRACTICES.

Client Signature (Legal Guardian If The Patient Is A Minor)

Date

Relationship to Client

Print Name

In treatment, we often see family members and other supporting adults who wish to participate. Please list all other participants who agree and may be involved with in any treatment services with CFS. By listing their name below, you have agreed to allow the discussion of protected health information in sessions, and you have informed those participants of any imposed or actual risks they may experience from treatment involvement:

Additional Consenting Participants (Please list ALL possible members):



17 Memorial Medical Drive
Greenville, SC 29605

115 Southport Rd, Ste. F
Spartanburg, SC 29306

Phone: (864) 283 – 0637 Fax: (864) 283 – 0638

Authorization to Disclose/Release Health Information

For Office Use Only

Client First Name	Client Middle Name	Client Last Name	Nickname
Address	Address 2	City	State
Phone	Social Security Number		Gender

Race

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White

Date of Birth

MY AUTHORIZATION:

I request and authorize the release of information FROM the following (Please include **name of the school** and relatives who may be involved in clinical treatment):

I request and authorize the release of information FROM the following (Please include **name of the school** and relatives who may be involved in clinical treatment):

What I AUTHORIZE TO BE DISCLOSED (Please Check All That Apply):

- Assessment and Evaluations (Diagnostic, Follow-up, CALOCUS, Psychiatric) Clinical Service Notes-Therapy
 - Medication Management Notes Treatment Plans of Care Screening Assessments/Measures Used
 - Treatment Progress Summaries Letters of Recommendation Discharge Summary/Termination of Service Information
 - Physician Notes Vaccine records Lab/Imaging or other Screening Results
- Entire Physician’s Medical Record (excluding behavioral health)

Please Note: This includes specific permission to release the following:

1. All records and other information regarding my treatment, hospitalization, and outpatient care for my impairment(s) including, but not limited to:

- Psychological, psychiatric or other mental impairment(s) (excludes "psychotherapy notes" unless otherwise requested or subpoenaed).
- Drug abuse, alcoholism, or other substance abuse
- Medical diagnoses, self-disclosures about medical history, or past diagnostic information.
- Sickle Cell Anemia
- Human Immunodeficiency Virus (HIV) infection, including Acquired ImmunoDeficiency Syndrome (AIDS) or tests for HIV or sexually- transmitted disease.

2. Information about how my impairment(s) affects my ability to complete tasks and activities of daily living and affects my ability to work.

3. Copies of education tests or evaluations, including individualized education programs, assessments, psychological and speech evaluations, teacher observations and evaluations, and any other records that can help evaluate my or my child's functional level.

4. Information created after this authorization is signed, as well as past information that may be pertinent to requested release.

I UNDERSTAND THAT:

- I understand that I have the right to revoke this authorization, in writing, at anytime.
- There are some circumstances where the information may be disclosed to other parties involved for the purpose of billing or by subpoena.
- I may receive a copy of this form upon request.
- I may ask the source to allow me to inspect or get a copy of the material to be disclosed by Carolina Family Services of Greenville prior to authorized disclosure.

PLEASE NOTE: Randomly selected records are read by licensing personnel, insurance auditors and peer reviewers for accrediting bodies. Detailed information, including name, age, mental health diagnoses, and reasons for admission, purpose of treatment, etc, may also be reported or disclosed to South Carolina Department of Health and Human Services. If you are concerned that your information will be disclosed or want to know if your information has been disclosed, then you have the right to request this information.

Client Signature (Legal guardian if client is a minor)

Relationship to client

Client First Name (Legal guardian if client is a minor)

Client Last Name (Legal guardian if client is a minor)

For Office Use Only (CFS Staff only)

Click to Sign

Office Staff Signature (For Office Use Only)

Office Staff Name

Relationship/Position

4

Supporting Information Needed:

Please provide copies of the following information listed below.

- Copy of Medicaid insurance card
- Copy of commercial insurance (BCBS, Aetna, United Healthcare, etc.) if applicable
- Copy of guardian's driver's license/ID card
- Copy of patient's social security card

The information can be emailed to susan@carolinafamily.org as well.

