



Androscoggin County  
Administrative Offices  
P.O. Box 2008  
Lewiston, ME 04241-2008  
207-784-4110

1155 Lisbon St.  
P.O. Box 2008  
Lewiston, ME 04241-2008  
207-783-9141  
1-800-787-1155

Crisis Services  
230 Bartlett St.  
Lewiston, ME 04240  
207-783-4695  
1-800-550-3427

Community Housing  
244 Lisbon St.  
Lisbon, ME 04250  
207-353-4100  
1-877-200-9076

Social Learning Center  
80 Strawberry Ave.  
Lewiston, ME 04240  
207-783-4672  
1-877-208-6134

Franklin County  
144 High St., Suite 1  
Farmington, ME 04938  
207-778-3556  
1-800-559-3556

Cumberland County  
32 North High St.  
P.O. Box 170  
Bridgton, ME 04009  
207-647-5629  
1-800-286-5629

744 Roosevelt Trail  
North Windham, ME 04062  
207-892-4623

Oxford County  
143 Pottle Rd.  
Oxford, ME 04270  
207-743-7911  
1-800-750-7911

49 Congress St.  
Rumford, ME 04276  
207-364-7981  
1-800-371-7981

Referral Line  
1-888-304-HOPE (4673)

Statewide Crisis Services  
1-888-568-1112

# YOU & TRI-COUNTY



## Consumer Rights and Concerns





**Thank you for choosing us.**

Tri-County Mental Health Services is committed to providing the people of Maine with excellence in mental health, substance abuse, habilitation and life skills services, respecting consumer rights, personal dignity, and maintaining agency financial stability. We offer innovative programs and services for people of all ages who are living with mental illness, the effects of trauma, substance abuse, intellectual and developmental disabilities, autism, and more.

Our approach to care is trauma-informed and recovery-based. To be “trauma informed” means to know the history of the past and current trauma in the life of the consumer with whom one is working. This allows for more holistic and integrated treatment. Services must be “welcoming” and “appropriate” to produce successful outcomes.

**We look forward to supporting your recovery.**

  
**Chris Copeland, LCSW**  
Executive Director

  
**Catherine Ryder, LCPC, ACS**  
Director of Clinical Services



You have additional rights not covered in this booklet. For a complete review of your rights, please see the following publications of The Maine Department of Mental Health and Mental Retardation (copies available in waiting room):

1. Rights of Recipients of Mental Health Services
2. Rights of Recipients of Mental Health Services Who are Children In Need of Treatment

Tri-County Mental Health Services is committed to the ethical delivery of services in compliance with applicable state, federal, and local laws, applicable professional codes of conduct, and all other relevant standards. To report fraud, abuse, and potential compliance issues, call this confidential phone number:  
**1-800-787-1155 x 383**

**TCMHS is an Equal Opportunity Employer, a not-for-profit, 501(c)3 organization, and receives funding from:**

**Department of Health & Human Services  
United Way  
Individual, Corporate, and Foundation Donors**



## Other Resources

### **Maine Department of Health & Human Services**

41 Anthony Avenue  
#11 State House Station  
Augusta 04333

### **Maine Office of Substance Abuse**

41 Anthony Avenue  
#11 State House Station  
Augusta, ME 04333-0011

### **Disability Rights Center**

24 Stone Street, PO Box 2007  
Augusta, Maine 04338-2007  
V/TTY 207-626-2774  
Toll Free V/TTY 1-800-452-1948

### **NAMI: National Alliance on Mental Illness**

NAMI Maine: 207-622-5767  
1-800-464-5767  
[info@namimaine.org](mailto:info@namimaine.org)  
[www.namimaine.org](http://www.namimaine.org)

**Maine Warm Line:** Peer to Peer support for adults 1-866-771-  
WARM(9276) voice/tty

**Dial 2-1-1** anywhere in Maine for information about services and  
resources available in your community

**Domestic Violence Hotline 1-866-834-4357**

**Alcoholics anonymous (AA): 1-800-737-6237**

**Narcotics Anonymous (NA) 1-800-974-0062**

**Statewide 24 Hour Toll Free  
Emergency Hotline  
1-888-568-1112**

## **Welcome to Tri-County Mental Health Services!**

It was the first Community Mental Health Center in Maine more than 55 years ago, and today Tri-County Mental Health Services is one of Maine's most respected and progressive agencies dealing with the psychological and social well-being of children, adults, and elders. TCMHS serves over 10,000 individuals each year in Androscoggin, Cumberland, Franklin and Oxford counties and beyond with innovative programs and services addressing mental health, substance abuse, mental retardation/developmental disabilities, autism, and more. The agency is a state, regional and national leader in trauma-informed and recovery-based service delivery, and strives to offer hope to individuals, families, and communities. Visit [www.tcmhs.org](http://www.tcmhs.org) for more information.

Our commitment is to offer hope to everyone who turns to us for help. This booklet has been developed to answer your questions.

### **How do I get help?**



Call our HOPE Line from anywhere in Maine  
1-888-304-HOPE(4673)



Walk-in at one of our clinic locations



Ask your doctor or another provider to give you a  
referral

► **Anytime you are in extreme distress, call  
our statewide Crisis Line at 1-888-568-1112**

## What Happens Once I Arrive or Call the Hope Line?

Our referral center will ask you some questions and try to find the best service for you, based on your concerns and insurance coverage. No one will be discriminated against on the basis of sex, age, race, sexual orientation, religion, ethnic background, or handicap.

## Who will I see?

Tri-County employs professional staff qualified through licensure, registration or certification. The worker you see is supervised on a regular basis to ensure that his or her skills are being used most effectively. As an additional quality measure, case records are reviewed periodically (both internally and by licensing entities) to ensure that you receive the highest quality of care.

## Can I request a change of therapist?

Yes, you can. We would be happy to meet with you to discuss your concerns and your request. If you are unable to speak directly to your worker about your concerns, please feel free to speak with his/her supervisor or manager.

## Do I have a say in my treatment?

**Absolutely!** We expect you to direct your care and will support your empowerment and journey to recovery at every step. You and your Tri-County worker will develop a plan together. You may ask someone else to help you with the plan. Recommended treatment will be explained to you. You have the right to refuse to participate in any treatment program suggested to you. A written copy of your treatment plan will be provided to you and you may request a copy for anyone else that you want to have one.

Please speak to your Tri-County Caregiver for more information. Sometimes money is available from various federal, state and local sources help to support some programs. Some persons may be eligible for our discount rate schedule. We ask you for means of verification of income prior to the first non-emergency visit. There are several reasons for this:

1. Often we can determine insurance coverage which will pay for your treatment. The remainder of the visit only partially covered by insurance is the responsibility of the client. If you have insurance, you will be requested to pay your plan deductible and co-insurance. If you elect not to use your insurance coverage, then you will be charged your full fee.
2. There may be programs or services available to you on the basis of your income which will reduce the cost to you.
3. We must have information to place you on our discount rate schedule or our delayed payment schedule.
4. You may request that your fee be reviewed at any time. We will periodically review your finances with you to determine changes which may have taken place. Please let us know if your circumstances do change.

We ask that you pay at the time of your appointment. If we send you a bill and if you request it, your bill will not carry the return address of Tri-County when it is mailed to your home.

Insurance and other programs which pay for your service may request information which you do not wish them to have. You have the right to pay directly for services rather than having this information released.

way is to appoint a mental health agent to act on your behalf should you lose capacity to make decisions. You can fill out both of these forms, the instructions and appointment of a healthcare agent or you can fill out only advance instructions or only appoint a mental health agent.

### **Payment for Services**

We will bill MaineCare, Medicare, or some private insurance for the services you receive. If you do not have insurance, we will work with you to try to find alternate payment sources. If you are covered by MaineCare, we are required to collect a \$2 Co-payment at every visit for some, but not all, services.

### **If you are unable to pay for services**

We believe in providing every consumer with the appropriate level of care to meet individual needs. Unfortunately, there is not always a way to pay for these services, and we must discharge consumers, or risk the future of the organization. We will work with you to find options for payment. If no payment source is available, we may need to end services.

You may be eligible for MaineCare. For information, call: **Office of MaineCare Services (207) 624-7539 or 1-800-321-5557**

### **What if I need to talk to someone right away?**

Tri-County maintains a twenty-four hour emergency service. **1-888-568-1112**. We have crisis workers who can respond to schools, housing units, private homes, or in any location in the community which is safe for both you and the team member. Our goal is to provide compassionate care in a safe and healthy environment

### **How can I complain if there is something I do not like?**

We hope that you will be satisfied with our services and believe that most problems can be worked out with or through your therapist. If you don't feel this is possible, you can direct your complaint to the local manager and/or the agency Clinical Director.

If you decide to file a formal complaint, we will ask you to put it in writing and forward to the Agency Clinical Director for review. (Please request a copy of the grievance handbook for more details.) You will receive a written response regarding findings. You have the right to appeal any decision to the Maine Department of Human Services. State agencies, advocates, and others will work with you in this process. Your rights will be protected at all times. You may ask someone, (family or other representative) to aid you with your complaint.

### **Confidentiality**

We will not give out information about you to anyone without your knowledge and permission. This includes written information from your record and verbal information from your providers. Additionally, we will not request any information about you without your knowledge and permission.

A Release of Information Form allows you to say what information can be shared and with whom. You determine the length of time this is valid, up to one year.

Tri-County policies prevent any employee of the agency who does not have a direct need to know from having access to any information about you. The penalty for violation can include immediate dismissal.

Exceptions to this rule of confidentiality include times when a client is at immediate risk of harm to self or others, or when ordered by the court. We will make every effort to notify you in these instances.

### **Your Record**

Tri-County maintains record of your contacts with us. It documents your care and is often used for insurance or disability claims and other times when such material is required. No one has access to your record without your permission. When you are discharged from services, your records are stored in accordance with state licensing regulations.

You may request to see your record at any time. We ask that this request be made in writing. An appointment will be made within three days for you to review your record. We ask that the record be reviewed with your therapist or another staff person present to answer any questions you may have. You cannot make changes in your record but you may add your own comments. You cannot take the record out of our offices but we will make copies of material if you wish. There may be a charge for this service. We will discourage repeated reviews of the same material.

### **Medications**

Part of your treatment at Tri-County may include the use of medication. If that is the case there are some things you should know. Medication(s) will only be prescribed by a medical provider after your condition has been discussed. You will be given an explanation of the medication you are taking; its purpose, its effects, and possible side effects. If you have any problems with medications you should contact us as soon as possible. Do not hesitate to ask any

questions about your medication(s). You have the right to refuse to take medication(s). If you decide to stop taking your prescribed medication(s), please discuss this with your medical provider **before you make any changes**.

### **Planning Ahead**

While you are well and able to make decisions is a good time to plan for any potential future treatment needs. One of the realities of major mental illness is that many people go through periods of time when symptoms are better and times when symptoms are worse. During periods of wellness your ability to make treatment decisions and function in the community can be at a high level. During periods of crisis your ability to make treatment decisions and function in the community may be limited. Through the development of **A MENTAL HEALTH ADVANCE DIRECTIVE** you can create a document which allows you to say in writing what treatment decisions you believe would be in your best interest during those times when your ability to make decisions is compromised by your illness.

### **What is a MENTAL HEALTH ADVANCE DIRECTIVE and How Does It Work?**

An Advance Directive for Mental Health Treatment (sometimes called a Psychiatric Advance Directive) is a document that allows you to make your choices known regarding mental health treatment in the event that your mental illness makes you unable to make decisions. In effect, you are making decisions about treatment before the time that you will need it. This allows you to make more informed decisions and to make your wishes clearly known.

The MENTAL HEALTH ADVANCE DIRECTIVE is a legal document that has two ways of making your wishes known. First, the form includes a set of instructions in which you can describe in written form your desires for treatment should you lose capacity to make decisions. The second