



PATIENT HANDBOOK

OUR MISSION:

To provide holistic, integrated services and innovative solutions in an out-patient Medication Assisted Treatment program to individuals in recovery to help them identify and embrace their strengths to choose and make better decisions in their lives.

OUR VISION

For each person who enters SOAR to be able to reach their full potential in life.

Welcome to SOAR

SOAR is an outpatient substance abuse treatment program specializing in methadone treatment for opiate addiction. Methadone maintenance combined with a comprehensive therapy program is the most successful treatment approach for heroin and/or other opiate addiction. Thousands of methadone patients have resumed meaningful lives while in treatment on methadone.

Here at SOAR, you will find a staff of caring and knowledgeable people dedicated to helping patients achieve a productive life free from the use of illicit drugs. If you are committed to regaining control of your life, SOAR can work for you. We invite you to stay and experience the joy of recovery.

This is a handbook to explain the important parts of your treatment program, what you can expect of us, and what we expect of you. Please read this handbook carefully and keep it throughout your treatment. It will be discussed in orientation groups.

In addition to the services on site, SOAR is actively involved in local community activities and has established strong ties with local leaders. From this has developed a network that has collaborated with SOAR to provide stronger assistance to patients as they re-enter their communities after leaving treatment, such as obtaining employment and/or safe places to live. SOAR also is involved in community outreach through offering presentations about substance abuse, rehabilitation, and recovery at businesses, schools, churches and local community groups.

What this means is that you are coming into a program that cares about both our patients and our local community. Your treatment experience here can and will be a good one, if you are ready and willing to both listen and follow direction from those who have the experience and knowledge to help you learn how to make better decisions in your life. Can recovery be that simple? Yes, it can!

WHAT TO EXPECT AT SOAR

Eligibility to Participate in Treatment

To be eligible for treatment at SOAR, an applicant must:

- Be at least 18 years of age
- Have at least 1 year history of addiction
- Provide documentation of current physiological dependency
- Consent in writing to voluntary participation in methadone treatment
- Submit to physical exam by SOAR Doctor
- can certify pregnancy (if applicable)

In accordance with Federal Regulations, priority for access to treatment will be given to applicants who are pregnant or have tested positive for HIV.

If during the admission process your urine test proves to be positive for methadone, SOAR will send out a dual-enrollment form to all the local methadone programs to make sure that you are not on another medication assisted treatment program. Your signature will be required on a release of information for us to be able to send out these forms. If a person refuses to sign, then the admission process is halted, and the person can be referred to another level of care. These forms usually take 3 to 5 days to be faxed back, during which time the Doctor can begin treatment although it may be at a much lower starting dose than usual. Once enough of the forms assuring you are not in another methadone program come back, you will be titrated up more quickly until you reach a stable dose.

Medical Requirements

Upon completion of admission procedures, a complete medical profile at SOAR is required. This profile includes: medical history, physical examination, blood work, a urine sample and a tuberculosis test. Referral for HIV testing is available upon request. A prenatal care referral will be made for all pregnant women seeking treatment at SOAR.

Methadone

You are being prescribed methadone, a narcotic medication and controlled substance, as a part of your treatment at SOAR. Methadone is a powerful synthetic opioid that is very helpful in the treatment of heroin dependency. It can be harmful if it is not taken as prescribed. We are providing you with a special booklet called “About Methadone” which should answer a lot of questions and concerns about this medication. Please read the booklet carefully. It will also be discussed in orientation groups. Orientation groups are held each week and it is mandatory for all new patients to attend the Orientation Group at SOAR. Your medication is never to be given to another individual as it could cause their death. As with any opiate, withdrawal can occur if you suddenly stop taking it or if you are not at a stable dose. Signs of withdrawal

can include nausea, insomnia, chills, aches, vomiting, muscle spasms, abdominal cramps, pilo-erection (hairs on skin standing straight up), diarrhea, dilated pupils and yawning. Signs of an overdose can be respiratory depression (difficulty breathing), being unconscious, eyes rolled in the back of the head, not being able to stand up, excessive nodding, difficulty talking and feeling overly euphoric. Should you feel any of these symptoms you need to go to the nearest hospital to be checked out. There are many common myths about methadone that are just not true. Methadone does not rot your teeth, get into your bones, or make you gain weight (you may need to be more active on methadone). If you follow directions while here in treatment, you can expect to safely be tapered off the methadone with little side effects and/or withdrawal.

If you are taking any medications while in treatment, you must bring the prescription in to the nurses to have it validated **and you must sign a release** in case we need to speak with the doctor who prescribed the medication. We ask that for the first 2 weeks that you try and find someone who can drive you here until your body becomes used to the methadone and has adjusted accordingly. You may also be asked to sit and wait in the lobby for up to 30 minutes after receiving methadone for the first 2 weeks so nursing can observe your reaction to it. Both are for your safety.

Methadone can cause death in children and adults if accidentally ingested because there is no tolerance to the medication. Methadone does not need to be refrigerated and should not be kept in a refrigerator where children or other adults could mistakenly drink the medication! It is very important that the methadone is always secured so that only the client has access to this medication. To accomplish this, we require all take-home dosages be kept in a lock box, locked drawer, or other locked storage area. The security of methadone is an important responsibility of each client.

Interactions

If you are taking **ANY** medications, it is important to your health that you notify the SOAR doctor at the time of your intake. This includes both prescription and over the counter medications. Patients must inform SOAR of any medications that they are prescribed after their admission and this is an ongoing expectation for the course of the treatment experience. To inform Soar, you must bring the prescription in to the nurses to have it validated, **and you must sign a release** giving SOAR permission to speak with the doctor who prescribed the medication. Failure to report prescription medication(s) and/or continued use of illicit drugs might affect your treatment status at the program and the potential drug interaction may cause serious harm to you.

As with heroin and other narcotics, **it is never safe to drink alcohol when using methadone.** Excessive use of alcohol combined with methadone can cause breathing to stop, resulting in coma or death. Therefore, we **will not** provide medication to you if we believe you are under the influence of alcohol. **USING BENZO'S WITH METHADONE CAN RESULT IN YOUR DEATH.** SOAR has zero tolerance for illicit Benzodiazepine (Benzo) use. Therefore, we **will not** provide medication to you if we believe you are under the influence of Benzodiazepines.

Patient Rights

SOAR values advocating for and protecting the rights of patients and will adhere to all applicable Federal and State Regulations regarding rights of the patients. We do not discriminate in the provision of services based on age, race, creed, gender, ethnicity, color, national origin, marital status, sexual orientation, handicap, socioeconomic status, or religion.

You will be informed, in writing, at the time of admission of the following rights in a language you understand. A copy of these rights is being provided to you in this patient handbook. These rights will be discussed during orientation and will be posted at a conspicuous site in the clinic.

As a recipient of services at SOAR, I have the right:

1. To be informed of your rights during admission or orientation to treatment whenever the agency makes a change in your rights and upon verbal or written request.
 - A. A receipt of this information shall be documented by your signature and filed in your clinical record. If you are unwilling or unable to sign it will be recorded.
2. To be provided services in the least restrictive environment. To know the recommended level of care for my treatment and as indicated by my presenting problems and to be provided a referral to alternate treatment services when indicated.
3. To not be discriminated against in the provision of services based on age, race, creed, gender, ethnicity, color, national origin, marital status, sexual orientation, handicap, socioeconomic status, religion or source of payment. In addition, to exercise my rights without fear of restraint, interference, discrimination and reprisal.
4. To be informed in a language that I understand.
5. To be informed about what to expect in the treatment process, and to refuse any treatment, procedure, or medications, to the extent permitted by law, and to be advised of the potential risks and impact on my treatment process.
6. To be informed of the cost of services rendered to me and to my family as soon as the information is available.
7. To receive a copy of the patient handbook, which contains the guidelines for treatment including program rules, services provided patient rights, etc.
8. To take an active part in the planning of my individualized treatment plan and aftercare activities, as well as consider referrals to other services if I am inappropriate or ineligible for treatment at the present level of care. Or, I may refuse treatment or any procedures or specific medication that is unusual, hazardous or experimental.
9. To request a review of my treatment plan at any time during treatment, and to obtain the opinion of a qualified outside consultant regarding my treatment at my own expense, if I so desire.
10. To know the benefits, risks and side effects of all medications and treatment procedures that may be prescribed, and to be apprised of alternative treatment procedures.
11. To have competent, qualified, experienced clinical associates to supervise and carry out my treatment, and the opportunity to select a counselor of my choice.
12. To expect confidentiality from all associates with respect to my identity, diagnosis, prognosis and treatment.
13. To not be requested to perform services for SOAR, which are not stated as part of my treatment plan. I understand I will not be allowed to perform services in lieu of treatment fees.

14. To obtain copies of all consents that I sign. Either the counselor or the Program Director will honor verbal requests for copies of consents within 24 hours.
15. To protection from harassment by any outside agency or person while on the premises. SOAR will exercise confidentiality laws fully.
16. To air grievances and initiate appeals. I have been informed of the patient appeals procedures. I understand that the grievance procedures will be posted in conspicuous places within the clinic. I will receive decisions to my grievances in writing and have the right to appeal the findings to unbiased sources.
17. To inspect my records subject to the following limitations:
 - Patients may request in writing their desire to review records.
 - The Director will respond to all such requests with-in five (5) working days.
 - A clinical associate will supervise the review. Once the patient reviews their record, a note will be entered in PDAP format that the process was completed.
 - Patients will be asked to sign a form that will verify they were allowed the right to inspect their record.
 - The Medical Director, Nurse Practitioner, Physician Assistant or other appropriately credentialed designee as allowed by law, may temporarily remove portions of the record prior to the inspection if he/she determines that the information may be detrimental if presented to the patient. Reasons for removing sections will be documented and kept on file.
 - I have the right to appeal a decision limiting access to the records through the grievance process.
 - I have the right to request the correction of inaccurate, irrelevant, outdated or incomplete information from my records. I will be offered a form to complete if I choose to challenge any of the information.
 - I have the right to submit rebuttal data or memoranda to my own records.
 - I have the right to request copies of my record and within 5 business days be provided with a copy. (a fee may be charged)
18. To not be restrained or secluded. However, in the event my behavior becomes unruly or a threat to the health of other patients or associates, proper authorities may be contacted to remove me from the clinic. I will not be deprived of any civil right solely because of treatment.
19. To not be subjected to and have the freedom from:
 - Physical abuse, sexual abuse, harassment, physical punishment, neglect
 - Psychological abuse, including humiliating, threatening and, exploitive actions
 - Financial exploitation
20. To receive services in accordance with standards of professional practice appropriate to my needs.
21. To be afforded reasonable opportunity to improve my condition.
22. To receive humane care and protection from harm.
23. To exercise my constitutional, statutory, and civil rights that have been denied or limited by an adjudication or finding of mental incompetence in a guardianship or other civil proceeding. [This does not validate the otherwise viable act of an individual who was: (1) Mentally incompetent at the time of the act; and (2) not judicially declared to be mentally incompetent.]
24. Before being asked to consent to participate in a research project, to be informed of the following:
 - a) The benefits to be expected;

- b) The potential discomforts and risks;
 - c) Alternative services that might benefit me;
 - d) The procedures to be followed, especially those that are experimental in nature;
 - e) The right to refuse to participate in any research project without compromising my access to the agency's services.
 - f) The treatment being proposed.
 - g) Elements of the proposed treatment that are considered experimental research or a clinical trial;
 - h) Methods of addressing privacy, confidentiality and safety;
25. Have the right to receive assistance to, referrals to, and access to self help support services, and advocacy support services that are located within the community and or at the facility. Staff shall offer assistance in locating and referring me to such services.

Having Input at SOAR

SOAR wants feedback and input from you and your family, so in addition to routine communication with your counselor, the staff and program administrators, you can communicate with us in several other ways: The Patient Advocacy Team, patient surveys and questionnaires, and patient grievances. SOAR maintains an Internet site.

WWW.SOAR.COM

Patient Grievance

It is the policy of SOAR to afford its patients the opportunity to pursue a resolution to any concerns in a structured format that provides fair and equitable due process. It is SOAR policy to review and respond to grievances submitted by both current and prior patients. You will be informed of the SOAR grievance procedures during orientation to treatment services. In addition, you have received this patient handbook which details the procedure. Laminated signs detailing the grievance process are in plain view throughout the clinic.

As a patient, you are encouraged to voice your complaint and/or grievances, if you believe that your rights as a patient have been violated. SOAR encourages the resolution of day to day issues informally between you and your primary counselor, who will also advise you of the grievance procedure outlined in this written plan.

You, your guardians or your attorney may file a grievance. When you want to file a grievance, if needed you will be given another copy of this handbook. Patients and/or their representative are asked to fill out a Grievance Form within 72 hours of the said event and submit it to The Grievance Team.

When you file a grievance, you will in no way be subject to reprisal in any form, because you filed a grievance. **NO CLIENT WILL EVER BE PENALIZED OR BE THE OBJECT OF PUNATIVE ACTIONS BECAUSE THEY HAVE FILED A GRIEVANCE.** You and/or your representative has the right to immediately contact the state regulatory agency if you/they perceive a threat of retaliation or imminent danger.

During the formal grievance process, you may be aided by a representative of your choice. You will also be entitled to review any material obtained in the process of the grievance, except where it would violate another patient's confidentiality. You have the right to present witnesses with information that is pertinent to the grievance, and are entitled to receive written findings and recommendations.

The burden of proof is on SOAR to demonstrate compliance with policies and standards to ensure your rights.

THE STEPS OF THE GRIEVANCE PROCESS

1. LEVEL ONE-CLINIC LEVEL – INITIAL GRIEVANCE FILING

- a. In the event that the patient cannot resolve the issue informally, they or their representative will file a written grievance with the Grievance Team, chaired by the Executive Director
- b. If the grievance involves the Executive Director or there is an allegation of misconduct by an associate, the grievance will go directly to Executive Leadership Team (Level Two), and be handled in accordance with personnel policies.
- c. The Executive Director, or designee, will arrange a meeting with the patient and/or their representative and the Grievance Team ***within 3 business days of the filing of the grievance***, to work toward a resolution with the patient and/or their representative.
- d. In the event, the patient and/or their representative does not agree or is unable or unwilling to meet (face-to-face) with the Grievance Team within 3 business days, then the Executive Director may extend the prerequisite to forego a face-to-face meeting, and process the patient's written grievance.
- e. The Executive Director will issue a written response to the patient within 3 business days of the face-to-face meeting, or three business days of the filing of the grievance if no face-to-face meeting occurs.
- f. The patient's record will reflect documentation of the grievance. the meeting with the patient and the outcome of the meeting.
- g. A Copy (pertinent info blacked out) of the resolved Level One grievance will be given to the Patient Advocate for data analysis and quality improvement.
- h. Any action taken against the grieving patient will be interrupted until a final determination of the investigation is completed at the corporate level.

Exceptions To Part H:

- 1) The clinic's medical director can make an exception if the medical benefit outweighs the postponement. In these unique situations, a clinical note will indicate the reason for the exception in the patient's record.
- 2) If the Executive Director, Medical Director. and Clinical Supervisor agree that a patient must be immediately discharged with or without detoxification, due to imminent health and safety issues, then action against the patient will not be interrupted until an investigation is completed.
- 3) If the patient has been placed on an administrative taper from the MD due to violating policy 60019 part one (1), the action against the patient will not be interrupted unless the decision to discharge is reversed by the grievance process.
- 4) If there are ongoing medical and/ or psychological concerns, the clinic will make every effort to refer or transfer the patient to another program or level of care
- 5) In the instance of take home revocation- no reinstatement will be made until Final determination of investigation.

2. LEVEL TWO- CORPORATE LEVEL – APPEAL PROCESS

- a. If the patient and/or their representative is unsatisfied with the findings at the Clinic level the patient and/ or their consented representative may appeal the decision in writing or verbally to the Patient Advocate within 3 days of receiving the decision from the Executive Director or designee.
- b. The Patient Advocate will notify the Clinic directors of the Board of Directors (Level Two) grievance.
- c. The Patient Advocate and the Program Director or designee, will compile information and present their findings to the Quality Improvement Committee. The information collected will include and not be restricted to:
 - 1) Discussion with the patient and/or their representative
 - 2) Review of the patient's record
 - 3) Discussion with sector director or any additional associates
- d. The Medical Director will review the patient's medical chart and make recommendations directly to the clinic's medical director.
- e. Any action taken against the grieving patient will be interrupted until a final determination of the investigation is completed at the corporate level.

Exceptions to part E:

- 1 The clinic's medical director can make an exception if the medical benefit outweighs the postponement. In these unique situations, a clinical note will indicate the reason for the exception in the patient's record.
 - 2 If the Executive Director, Medical Director, and Clinical Supervisor agree that a patient must be immediately discharged with or without detoxification, due to imminent health and safety issues, then action against the patient will not be interrupted until an investigation is completed.
 - 3 If the patient has been placed on a administrative discharged and taper from the MD due to violating policy 60019 part one (1), the action against the patient will not be interrupted unless decision to discharge is reversed by the grievance process.
 - 4 If there are ongoing medical and/ or psychological concerns, the clinic will make every effort to refer or transfer the patient to another program or level of care
 - 5 In the instance of take home revocation- no reinstatement will be made until Final determination of investigation.
- f. The Quality Improvement Committee will be assembled when there is a Level Two grievance and will make a determination as to whether or not there is a need for an investigation.
 - g. If there is a need for an investigation, then the Chair of the Grievance Team will forward the grievance, with the Grievance Team's findings to Compliance Officer.
 - h. The Compliance Committee will conduct its investigation of the grievance and the Compliance Officer will be responsible for providing the patient and/or their representative with any subsequent written formal responses within 15 business days of the Level Two grievance submission.
 - i. If there is NO need for an investigation by the Compliance Committee, the recommendations of the Quality Improvement Committee will be sent to the Board of Directors for review.
 - j. If consensus is reached by the Board of Directors and the Quality Improvement Committee, the patient and/or their representative will receive a formal written response from the QI Committee Chair within 15 business days of the Level TWO grievance submission.

- k. In the event the Quality Improvement Committee and Board of Directors are unable to reach consensus, then the President of SOAR will be petitioned to review the disputed items and make a final ruling, which will be given to the patient and/or their representative by the QI Committee Chair within 5 business days of the President receiving the grievance.
 - l. Quality Improvement Committee's findings will be documented. A designated Quality Improvement Committee member will maintain a grievance log, which contains:
 - 1) Date of complaint
 - 2) Nature of complaint
3. LEVEL THREE - APPEAL OF CORPORATE GRIEVANCE OR COMPLIANCE COMMITTEE - EXTERNAL>
- a. If an investigation by the Quality Improvement Committee was not warranted and the patient and/or their representative is not satisfied with the Level Two — Corporate Decision, then the patient and/or their representative will be instructed to contact the Patient Advocate for future assistance.
 - b. The Patient Advocate will attempt to resolve the patient's grievance a final time.
 - c. In the event that the Patient Advocate cannot resolve the matter internally, then they will provide the patient and/or their representative with phone numbers to the appropriate state regulatory agencies.

Confidentiality

SOAR will comply with all state and Federal regulations, HIPAA 42 CFR PART 2 (June 9, 1987) and all state regulations governing confidentiality. When Federal and state requirements on this subject differ, SOAR will adhere to the stricter of the two regulations.

SOAR will not disclose any information identifying you unless:

1. We are sharing necessary information among our staff;
2. We are giving general information outside the clinic, which cannot identify you as an individual;
3. You give us written permission, with the following conditions:
 - Any information released about you to individuals, organizations, employers and/or agencies, including spouse or partners, parents, children, friends, other patients, third party payers, and the justice system will be done so only with your Prior Written consent.
 - Federal regulation does not allow for verbal authorization or blanket consents.
 - Forms utilized for consent to release of information must be filled out appropriately and completely, and a copy offered to you. You will not be asked to sign a blank release.
 - The release must identify to whom the information is being given, what specific parts of the record will be released, the reason for releasing the information, and the time the release is valid.
 - You may revoke a release at any time.
4. When there is a medical emergency (this may include providing information about your dose level and dates if you are hospitalized or jailed):
5. When a judge issues a specific written court order which identifies what parts of the record must be released;

6. For research and audit purposes when specific information identifying you cannot be disclosed;
7. We believe you have committed a crime on the clinic premises;
8. You make statements and we suspect there has been child abuse and/or neglect

In the State of Pennsylvania, the following applies:

Information released to judges, probation or parole officers, insurance companies and health plans or governmental officials, is for determining the advisability of continuing the patient with the program and will be restricted to the following:

- Whether the patient is or is not in treatment.
- The patient's prognosis.
- The nature of the project.
- A brief description of the patient's progress, a short statement as to whether the patient has relapsed into drug or alcohol abuse and the frequency of such relapse.

SOAR Patient Services

SOAR offers a wide range of support rehabilitation and case management services that are tailored to meet individual needs. Counseling is an important part of recovery. SOAR counselors are dedicated people with the skill and knowledge necessary to help each client define and reach their individual recovery goals.

Nearly all addictions cause damage to relationships with family and friends. SOAR offers individual and group counseling. Please check the patient bulletin board or ask a staff member about the counseling and educational groups offered at the clinic for you and your family.

SOAR works closely with community resources, such as local employment agencies and vocational training centers. A counselor may assist you with a referral for obtaining educational assistance or job placement.

Access to Staff After Hours

- Access to SOAR staff is available for emergencies 24 hours a day, 7 days a week. After regular business hours SOAR has an answering service that you can leave a message with and the service will contact an on-call employee for support. Return calls after hours will be for emergencies only, all other messages left will receive a return call the following business day.
- Just call the regular number for the clinic during regular business hours.

<i>Philadelphia Clinic</i>	<i>215-464-4450,</i>
<i>LANSDOWNE Clinic</i>	<i>610-622-1114</i>
<i>Levittown</i>	<i>215-269-9081</i>
<i>Warminster Clinic</i>	<i>214-444-0808</i>

- Emergencies typically involve issues of dosing and/or hospitalization, which need to be addressed immediately. Scheduling or rescheduling appointments are not emergency situations.
- Patients with physical health emergencies need to contact or go to the nearest hospital emergency room or dial 911.
- Patients with mental health emergencies need to contact or go to the nearest mental health provider. SOAR has a cooperative agreement with Glenbrook Hospital and the number is available from a SOAR Staff member at your request. As noted above, just call the regular SOAR number.

Hours of Operation

SOAR Corporation Hours of Operation are as follows:

Lansdowne Program

- Medical Hours Monday through Friday: 5:30 am to 12:00pm,
- Medication Hours on Saturday, Sunday & Holiday(s): 6 am to 11:00am
- Clinical Hours Monday through Friday: 5:30 am to 2:00pm
- Clinical Hours on Saturday, Sunday & Holiday(s): 6 am to 11:00pm
- Phone (610) 622-1114 (fax) (610) 622-0617

Philadelphia Program

- Medical Hours Monday through Friday 6 am to 2:30pm.
 - Medication Hours on Saturday, Sunday and Holiday(s): 6 am to 12:30pm
 - Clinical Hours Monday through Friday 6 am to 2:30 pm
 - Clinical Hours on Saturday, Sunday & Holiday(s): 6 am to 12:30pm
- Phone (215)-464-4450 (fax) 215-464-0445

Bristol Program

- Medical Hours Monday through Friday: 5:30 am to 12:00pm,
 - Medication Hours on Saturday, Sunday & Holiday(s): 7 am to 11:00am
 - Clinical Hours Monday through Friday: 5:30 am to 2:00pm
 - Clinical Hours on Saturday, Sunday & Holiday(s): 7 am to 11:00am
- Phone (215)-269-9081 (fax) 215-269-9079

Warminster Program

- Medical Hours Monday through Friday: 5:30 am to 12:00pm,
 - Medication Hours on Saturday, Sunday & Holiday(s): 7 am to 10:00am
 - Clinical Hours Monday through Friday: 5:30 am to 2:00pm
 - Clinical Hours on Saturday, Sunday & Holiday(s): 7:00 am to 10:00am
- Phone (215)-444-0808 (fax) 215-444-0999

Successful Completion of Treatment

When you start treatment, we spend time to “assess” you, that is, we decide of your problems, your strengths and the resources in your life. We then work with you and together prioritize this into a “problem list”. This becomes the basis for your treatment plan where together we lay out what goals you want to achieve and the steps, or objectives, to make that happen. Success in treatment is reached when you have met the goals and objectives of your treatment plan such as:

- The cessation of life problems identified as related to substance abuse;
- Evidence of the ability to implement and maintain positive behavior changes;
- The identification and appropriate use of other positive support systems or self-help groups;
- The services of SOAR are no longer appropriate for you and arrangements have been made for a transfer or referral for more appropriate treatment resources;
- You have completed aftercare and discharge planning to your satisfaction and in the view of the treatment team.
- The successful completion of a medically supervised withdrawal.

Abrupt termination

Abrupt and impulsive termination of methadone maintenance is dangerous. It can cause severe withdrawal symptoms and will almost certainly cause you to return to drug abuse. If you believe you have a problem or concern, which might cause you to leave abruptly, please see your counselor, clinical supervisor or a program administrator as soon as possible for assistance.

Involuntary Termination

1. In order to be considered for an involuntary discharge a patient would have to meet one of the following criteria:
 - a. AWOL for more than seven (7) days.
 - b. Is suspended and there has been no contact for 30 days
 - c. Commits a crime on SOAR property.
 - d. Possession and/or sales of drugs on clinic property.
 - e. Failure to disclose obtaining prescriptions from an outside source and refusal a to sign a ROI to the outside provider to coordinate services.
 - f. Threats and/or acts of violence in or around the clinic. This includes actions towards staff, contracted employees, or peers within the program.
 - g. Threats, acts of racial / ethnic slurs and/or violence in or around the clinic. This includes actions being physical or verbal towards staff, contracted employees, or peers within the program.
 - h. Possession of any weapon, legal or illegal, within the clinic.
 - i. The patient has presented danger to him/herself, other clients or staff members.
 - j. Failure and/or refusal to follow treatment plan(s).
 - k. Committing an act of selling, buy or using illicit drugs on the premises of the program.
 - l. Continued patterns of presenting impaired, resulting in the inability to dispense the daily dose of medication to a patient
 - m. Continued patterns of refusing to supply a requested urine drug screen request or breathalyzer to ensure patient safety prior to dispensing medication.
 - n. Continued patterns of refusing to supply a requested PPD result, a blood work result or chest x-ray results for a positive PPD result.

An involuntary withdrawal generally lasts between 7 and 21 days, depending on clinical and medical conditions. SOAR will attempt to assist you in transferring to another clinic or level of care if possible.

SOAR reserves the right to immediately discharge you if, in the Program Director's judgment, that you are a threat to the safety and well being of the program, its patients or staff members.

WHAT SOAR EXPECTS OF YOU

People enter methadone treatment feeling overwhelmed by their dependence on heroin or other opiates. Not everyone who comes to SOAR has the same treatment goals.

Regardless of why you are here, SOAR expects you to want to change something about yourself and your life. We believe we have many services that can help you do that. We believe that "Nothing changes if nothing changes." We are here to help you make the changes that you need in your life, and that you told us about at the time of your admission.

Although you are the expert about yourself and your life, we are knowledgeable about drug treatment and how people change. It is only by working together that the changes you need will happen. We expect that whatever your goals for treatment, you'll participate in this process of change. Please understand that treatment is not us telling you what you must do. Treatment is you working together with your counselor and the rest of the treatment team to determine reasonable issues to work on and realistic goals to achieve.

Identification

Anyone seeking treatment at SOAR will need a picture ID (acceptable to state authorities), social security card, and proof of income or insurance card, which must be presented at the time of admission.

SOAR Rules

SOAR has several rules that every patient must follow to maintain a safe and workable recovery environment for everyone. Inability to follow the rules may result in your inability to continue participation in treatment.

- 1) To complete a nursing assessment each time you dose, you are not allowed to wear hats or sunglasses, have beverages or children at the dosing window
- 2) Urine drug screen samples must be provided when ordered by the medical department. If a patient has an inability to provide a sample when requested, they are instructed to sit in the lobby and drink water till a sample is

provided. If a patient fails to provide a sample by the close of business or leaves the lobby, the scheduled dose of medication is forfeited for the day

- 3) Weapons of any kind are not allowed within the clinic or on the clinic grounds.
- 4) Illicit drugs and alcohol are not allowed within the clinic or on the clinic grounds.
- 5) Verbal and physical abuse of patients and staff is not tolerated.
- 6) You are expected to respect SOAR property.
- 7) Smoking is not allowed within the clinic, only in designated areas outside.
- 8) Loitering in or around the clinic or on surrounding properties is not allowed.
- 9) You are not allowed to bring recording devices into the clinic.
- 10) You are expected to keep all scheduled appointments and make your required monthly hours.
 - a. All SOAR patients will attend 1 individual session and 1 groups a week for their entire time in treatment.
 - b. All SOAR patients will attend at least 3 scheduled medication and medical appointments a year during their entire time in treatment.
- 11) You are expected to pay the treatment fee on time, either through self payment or by maintaining insurance or other 3rd party payers.

Requesting and Approving Take-Home Status

Take-home medication may be given to you when in the reasonable judgment of the clinical team and medical director you have met the criteria for unsupervised medication. To be eligible for take-home medication you must follow all State and Federal regulations. Continued responsible behavior is required to maintain this privilege.

- You must review and sign the “Screening for Take-home Privileges”.
- You will be informed of the length of time it will take for the screening process.
- The treatment team will review the request within two weeks. The team will consider the following in determining granting an extension of take-home privileges:
 - You be absent of drug abuse (narcotic and non-narcotic) including alcohol, as evidenced by consecutive negative drug tests.
 - You must be attending regular clinic visits, including counseling, groups, etc.
 - You must have absence of known recent criminal activity (e.g., drug dealing)
 - There must be stability in your home environment and social relationships. Living with a known addict and/or drug abuser or being employable and choosing not to work or do something meaningful may be negative factors taken into consideration regarding take home status.

- How long you've been in comprehensive maintenance treatment with absence of illicit drug use.
- State authorities will define length of time in treatment to access take-home privileges.
- If you are on time-limited treatment protocols, you are not eligible to receive take-home privileges.
- You must ensure that take-home medication can be safely stored within your home and that your methadone medications will be kept out of reach of children.
- We will weigh the rehabilitative value of decreasing the frequency of your clinic attendance against potential risks diversion.
- You must maintain financial stability at the program always.

Take-home doses may be granted in emergency cases. These would include medical emergency, acute illness, family crisis, job-related travel, etc. Vacation and travel doses may be granted to reliable patient if the physician deems the request to be reasonable. Take-home requests for vacations must be made at least 14 days prior to the pickup date.

It is illegal to remove methadone from its container for any reason other than to take the medication as legally prescribed. The take-home medication bottles must not be altered or destroyed. The empty medication bottles must be returned to SOAR upon the next visit. If the empty medication bottles are not returned on the next visit, take home privilege shall be removed. At any time while you are on take-home status you may be requested to return to the clinic with your medication supply. This may be done at random for quality assurance purposes or due to suspicion of medication tampering or diversion. Failure to comply with this request in the time issued shall result in the removal of a take home privilege

Drug Testing

During treatment at SOAR, you are required to participate in random drug tests. The purpose of drug testing is to provide an objective view of progress toward treatment goals. The drug test results can help determine the direction of counseling and assist in setting reasonable goals for treatment. Drug testing is a crucial factor for the SOAR medical staff in making decisions about your medication needs and dosage adjustments. SOAR will not discharge you solely for positive drug test results. You may however be discharged for refusing to or failing to participate in drug testing on a continuous basis.

Although the state and federally approved labs are reliable, positive results may be confirmed upon request. There will be a fee for this service. To monitor the providing of a urine sample, and to ensure that there is no tampering with the sample, bathrooms are equipped with cameras. The monitor is viewed by the nursing staff. Additionally, the staff may from time to time physically observe you providing a urine sample.

Payment of Fees

Weekly fees are to be paid every Monday. Fee will include any or all types of co-payments associated with a members insurance or a cost share agreement associated with an insurance plan and a member. Financial problems should be

immediately brought to the Program Director's attention to work out a therapeutic agreement to resolve the issue per SOAR policy.

Soar Corp
Treatment Agreement

SOAR Corp is a Medication Assisted Treatment program committed to helping individuals overcome the devastating impact of addiction. The management, administrative, clinical, and medical staff are committed to providing the highest level of services to all clients based on their assessed treatment needs. All clients will be required to sign a Treatment Agreement at the time of admission.

1. All new admission will be required to attend the Orientation /Methadone Safety group within the first 30 days of treatment.
2. All patients in the Out-Patient Level of care shall attend a minimum of 1 individual session and 1 group per week throughout their course of treatment.
3. All Intensive Outpatient Patients shall attend a minimum of 1 individual session and 3 group sessions per week during the IOP placement.
4. All patients must attend their schedule medical appointments, medication reviews and annual physical as the appointments are scheduled. Failure to attend these appointments can result a medication order becoming expired and delays in the ability to dispense your medication daily.
5. All new admission will have completed any requested PPD, blood work or other requested medical testing in the first 30 days of treatment.
6. All patients shall provide urine drug screens when requested. Any failure to or refusal to complete this action shall result in the patient forfeiting their schedule daily dose of medication.
7. All payments with cost associated with treatment (i.e. co-payments and cost share) shall establish a therapeutic agreement at admission and update as statuses change. Failure to remain compliant with the therapeutic agreement may result in a transfer or MSW from the program
8. For effective treatment outcomes, all patients are expected to receive their schedule dose of medication daily from Soar. However, for safety issues, if impairment is observed, Soar may elect to not give the patient their daily dose of medication. If a patient is denied dosing due to impairment, they will be asked to come back the next day for assessment and dosing.
9. Patients who fail to attend the required weekly treatment program may be subject to attend a makeup group at a day and time determined by SOAR. Patients on hold for a makeup group will be dosed at the end of the makeup session.

specific circumstances where a dose maybe held include but are not limited to the following:

1. All members must attend their scheduled medical appointments, medication review sessions, and the annual physical exam appointments to renew a prescription order for methadone or suboxone. Failure to attend these sessions may cause your order for medication to expire and we will not be able to dispense your medication.
2. If a member is requested to give a urine drug screen, their daily dose medication will be held until the requested sample is provided by the member.
3. If a member is unable to provide a urine drug screen they will be instructed to wait in the lobby and drink water until they are ready to provide a drug screen. If the member elects to leave the lobby for any reason, the member will forfeit their scheduled dose of medication and will be asked to return the next day.
4. If a member refuses to provide a urine drug screen, the member forfeits their respected dosed for the day and will be asked to return the next day.
5. If a member is requested to give a urine drug screen and leaves the facility without providing a urine drug screen, the member may forfeit their respected dosed for the day.
6. If a member test positive for certain illicit substances, or who in the opinion of the medical staff is impaired and / or under the influence of an unknown substance, the member may forfeit their respected dosed for the day.
7. If a member test positive for certain illicit substances, or who in the opinion of the medical staff is impaired and / or under the influence of an unknown substance, the member will not be given their refill or initial prescription of suboxone / subutex on that day and is to be told to return the next day
8. Any threats, acts of racial / ethnic slurs, violence physical or verbal towards staff, contracted employees, or peers in or around the clinic may result in an immediate discharge and a forfeit of a scheduled dose of medication.
9. Members who fail to attend their treatment sessions as stated in their treatment plan, may be subject to attend a make-up session at a day and time determined by SOAR. Members on hold for a make-up session may have their daily dose medication held until the requested session is completed.

Soar Corp

Patient Hand Book and Orientation Receipt

Client Name: _____ Client ID #: _____

This is to verify that I, _____, have received the SOAR, Corp. Patient Handbook and that the staff has oriented me to the treatment program. I recognize that I must comply with the rules and regulations to continue participating in treatment with SOAR, Corp.

I acknowledge that I have received information on the following:

1. Receipt of Patient Handbook
2. Information about methadone
3. Overdose signs
4. Withdrawal symptoms
5. HIV Testing
6. Treatment Agreement
 - a. Orientation and Methadone Safety Group Requirements
 - b. Individual and Group Therapy Requirements
 - c. Medical Requirements
7. That I have been offered the opportunity to ask questions
8. Patient Rights
9. Treatment Goals
10. Discharge Offenses
11. Emergency Procedures
12. Treatment Plans
13. Grievances
14. Hours of Operation
15. MAKE UP GROUPS

I have been advised to keep this handbook and review it occasionally and to ask my counselor if I have any questions. If I lose this handbook, I have been advised to ask for another one as soon as possible. I understand that this handbook attempts to cover all of SOARs rules and regulations and further understand that new rules can and will be added and that current rules may be modified at times. Whenever this happens, I understand that I can request to receive a new client handbook.

Your signature on this form acknowledges your receipt and understanding of the above information.

Client received a copy: Accepted/Yes Refused/No Clients Initials: _____

CLIENT

DATE

SOAR STAFF

DATE