NEW CLIENT SCRIPT

*All paper versions of the consent forms are located at https://www.smchealth.org/consents

Clinical Assigned staff are required to complete all consent forms.

INTRODUCTION

Since you are a new client to BHRS I would like to review and explain some of your rights to you. We are going to discuss a few consent forms that I would like to get your consent and acknowledgement of. Is that okay? There is additional information about BHRS services that may be helpful to you at https://www.smchealth.org/new-client-information-english

I would like to email you a copy of these consents once we are finished reviewing them. What is your email address?

(Note to clinician: add email address to the “Update Client Data” form in Avatar. When you email the PDF version to the client put #sec# in the email subject line to encrypt. See email templates at the bottom of this document.)

CONSENT TO TREATMENT & PRIVACY PRACTICES (required for all new clients)

BHRS is requesting you consent to receive behavioral health services, which may include case management, and medication support services (only if you agree to medication support services). Are you agreeing to receive services from BHRS?

I will provide you with a detailed notice of our privacy practices. Please let me know if you have any questions after you review it. We are required by law to make sure that behavioral health information that identifies you is kept private. We are required to give you this notice of our legal duties and privacy practices with respect to behavioral health information about you. BHRS will follow the terms of the notice. BHRS will share your information as mandated by law, and for treatment for mental health (Substance Use Disorder Services (SUDS ) only with your consent), payment or mental health (SUDS only with your consent), and our daily health care operations (such as quality review).

Your information will be shared in the SMC Connected Care Health Information Exchange (HIE) database. The HIE allows your current San Mateo County providers access to important information to improve your care, such as your current medications and diagnosis. SUDS information will only be available to other providers from the HIE in the case of an emergency, which is considered a “break the glass” situation allowing them to see your information due to your health emergency. You may opt-out of the HIE. Please note that opting out only means your information will not be included in the SMC Connected Care HIE database. Providers may still have access to your San Mateo County medical records, as appropriate. This is the Opt-out Form: https://www.smchealth.org/sites/main/files/smc_connected_care_opt_out_form_2.pdf
SUBSTANCE USE INFORMATION

The San Mateo BHRS Substance Use Treatment Team is comprised of multiple Programs within our Electronic Medical Record, however, is considered one larger SUDS treatment team that may share your information as needed in the course of your care. They will not share your information with contracted agencies or other providers without your authorization, unless an exception applies that is allowed by law.

Although the federal Privacy Rule does not make a distinction between medical and substance use information, other federal statutes and California state laws do provide statutory restrictions for the release of information developed or obtained in the course of providing substance use treatment in federally funded substance use programs. Substance use information obtained in the course of general medical/ or mental health treatment is not subject to these provisions. Therefore, substance use information may be shared among Behavioral Health providers and to its contracted providers without authorization of the patient for patient care purposes. For example, substance use information may be shared from the General Medical Clinic to Behavioral Health Mental Health Services or to a substance use treatment program. However, the substance use treatment program must obtain the patient’s authorization to share information back to the General Medical Clinic or Behavioral Health Mental Health Services.

CONSENT TO EMAIL

If you provide BHRS with your email address we may email you information about your services, send you resources, or reminders. There is a level of risk involved in emailing confidential information. Before we proceed, we need you to understand that sending via email address (such as gmail, yahoo, etc) is an unsecured means of communicating protected health information and we need a confirmation from you for our records that you understand the risk. Do you want to share your email address with us so that we can share information with you at times?

TELEHEALTH INFORMED CONSENT FORM (required for all clients participating in telehealth)

BHRS may be providing you services at times using videoconferencing equipment. When we do this, you will be able to see and hear me (or other providers that you are meeting with) and I will be able to see and hear you, just as if we were in the same room. Are you okay with participating in services by video and/or phone when it is appropriate? Telehealth can improve your access to care by allowing you to be at a different location than me (or other providers that you are meeting with). You are not required to participate in video if you are uncomfortable and may schedule a telephone session instead. Safety measures are being used to ensure that videoconferencing is secure, and no part of the encounter will be recorded without your consent. It may be determined that telehealth does not provide sufficient information to make appropriate clinical decisions, which may require additional in-person visits. You have the right to withdraw consent to the use of telehealth in the course of my care at any time, without affecting your right to future care or treatment. The laws that protect your privacy and confidentiality of medical information also apply to telehealth.

You may review this notice at: https://www.smchealth.org/bhrs-policies/telehealth-informed-consent-forms
ASSIGNMENT OF INSURANCE BENEFITS (AOB) (required for all new clients)

BHRS will release information to your insurance companies with the purpose of receiving reimbursement for services provided by BHRS. Information released is limited and usually only includes dates and duration of visits, your diagnosis, and the clinician’s name. By signing this form, you are allowing us to bill your insurance company (including Medicare if you have Medicare). No action on your part will be necessary. If a client says “I don’t need to sign this because I just have Medi-Cal – I don’t have insurance”, please tell them this is required for all new clients regardless of coverage. We will only bill insurance carriers that they have.

You may also review this notice at: https://www.smchealth.org/bhrs-policies/authorization-and-assignment-benefits

ADVANCE HEALTH CARE DIRECTIVE INFORMATION NOTICE (required for all new clients)

I’m going to provide you with an Advance Health Care Directive Informational Fact Sheet. Although I can’t help you fill out an Advance Health Care Directive, I want to make sure that you have the information to be able to get an Advance Health Care Directive if you want one. Do you have an Advance Health Care Directive? Would you like me to explain what an Advance Health Care Directive is? An Advance Health Care Directive is a legal document that allows individuals to say in advance their healthcare wishes if they become unable to make their own decisions. It allows you to make treatment choices now in the event you need health treatment in the future. You can tell your doctor, institution, provider, treatment facility, and judge what types of treatment you do and do not want. You can select a friend or family member to make health care decisions, if you cannot make them for yourself. An Advance Health Care Directive goes into effect when the person’s primary physician determines the person does not have the “capacity” to make their own healthcare decisions. This means the individual is unable to understand the nature and consequences of the proposed healthcare or has been injured and is unable to make decisions. Get more information about where to find Advance Health Care Directive forms and how to get help at: https://www.smchealth.org/bhrs-doc/advance-health-care-directives-04-07

CELL PHONE USAGE AGREEMENT

I am sharing my work cell phone number with you to be able to communicate with you when I am in the field. My work cell phone is only available during my work hours and is turned off when I am not at work. If you leave a voicemail or text I will respond when I return to work. You may call my cell phone to ask for the address of a planned appointment, or to confirm or cancel your appointment. To respect each client, I will not answer my phone when I’m with another client. Please leave a message. I will keep my office voicemail and cell phone greetings updated with my work schedule and time away. These greetings will include information on how you can receive urgent assistance if I am not available.
Text messages are for logistics only, such as appointment confirmation. Your privacy is very important to me and since text messages do not meet privacy standards, they should not include private health information. You may text me if you have an urgent need, but please reserve clinical details for a voicemail or a voice to voice conversation.

Important numbers:

- My cell phone number
- My office number
- The clinic number
- Psychiatric Emergency Services are available at San Mateo Medical Center (650) 573-2662
- Mills-Peninsula Medical Center (650) 696-5915
- 24/7 Suicide Crisis Hotlines 1 (800) 273-TALK (8255) or (650) 579-0350; For Spanish: 1 (888) 628-9454
- Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support. Text BAY to 741741 to reach a crisis counselor.

You may review this notice at: [https://www.smchealth.org/bhrs-doc/cell-phone-usage-01-01](https://www.smchealth.org/bhrs-doc/cell-phone-usage-01-01)

**REQUIRED FOR LICENSED AND REGISTERED STAFF (required for all new clients with clinical staff)**

As a licensed/registered professional with the state of California, I must provide you information about my license and how to check my license and report a complaint with my Board.

My license/registration number and type is_____
I am (licensed or registered) as a (LMFT/LCSW/RN) and my board information is located at:


I am not licenced nor registered with a board in California but I am a student in a therapy (or resident) program. My supervisor’s name and contract information is_____

**AUTHORIZATION FOR USE OR DISCLOSURE OF PROTECTED HEALTH INFORMATION (ROI)**

To provide you the best care possible, BHRS will share information and communicate with your other health care providers.

We would also like your permission to talk with important support people in your life, such as family members, social workers, probation officers, social services, and other agencies involved in your treatment.

Who are people that we should share information with to improve your care?
Are you okay with BHRS talking with and sharing your information with ___________?
BHRS will only share the minimal amount of information needed related to your care.

**Do you have any limitations that you would like to talk with me about?**

Unless consent is revoked, this authorization shall be in place until the date we pick to end the consent (may be 1 to 10 years) or upon discharge from San Mateo County Behavioral Health and Recovery Services, whichever occurs first.

You may review this notice at:

https://www.smchealth.org/bhrs-policies/confidentialityprivacy-protected-health-information-phi-03-01

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**EMAIL TEMPLATES FOR CLIENT ADMISSION PACKET WITH CONSENT FORMS**

Email Subject Line: Welcome to San Mateo County’s Behavioral Health and Recovery Services

Welcome to San Mateo County’s Behavioral Health and Recovery Services!

http://www.smchealth.org/welcometobhrs

Behavioral Health and Recovery Services (BHRS) offers many services for children, youth, families, adults and older adults in San Mateo County for the prevention, early intervention and treatment of mental illness and/or substance use. We support each individual’s goals of being healthy and living a quality life. We provide services in English, Spanish, Mandarin Chinese and Tagalog. We can also arrange for other languages when needed. Our staff represents the different cultural/ethnic groups in San Mateo County.

We invite you to go to one of the links below to help you understand your rights and what specific services are provided by BHRS, including:

- Guide to Medi-Cal Services
- Consumer Rights and Problem Resolution Brochure
- List of BHRS Providers

For **Mental Health Services**: https://www.smchealth.org/new-client-information-english

For **Substance Use Services**: https://www.smchealth.org/sites/main/files/file-attachments/dmc-ods_member_handbook_072018.pdf

*Please do not reply to this email.* If you need assistance or would like printed copies of any of these documents please contact your new provider. If you do not know how to contact your new provider you may contact the ACCESS Call Center (800) 686-0101, TDD: (800) 943-2833.

**There is additional information about BHRS services and resources located at:**

http://www.smchealth.org/bhrs/mhresources
In the event that you or a family member is experiencing a Mental Health Emergency:
Call 9-1-1 or go to your nearest hospital emergency room if you can safely get there.

See Guidelines for Calling 9-1-1 in a Mental Health Emergency

Psychiatric Emergency Services are available at:

San Mateo Medical Center  
222 West 39th Ave, San Mateo CA, 94403  
Phone: (650) 573-2662

Mills-Peninsula Medical Center  
1501 Trousdale Drive, Burlingame CA 94010  
Phone: (650) 696-5915

Spanish

¡Bienvenido a los Servicios de Salud del Comportamiento y de Recuperación del condado de San Mateo!  
http://www.smchealth.org/new-client-information-spanish

Los Servicios de Salud del Comportamiento y de Recuperación (Behavioral Health and Recovery Services, BHRS) ofrecen muchos servicios para niños, jóvenes, familias, adultos y adultos mayores en el condado de San Mateo para la prevención, la intervención temprana y el tratamiento de enfermedades mentales o el consumo de sustancias. Apoyamos las metas de cada persona para estar saludable y vivir una vida de calidad. Proporcionamos servicios en inglés, español, chino mandarín y tagalo. También podemos hacerlo en otros idiomas cuando es necesario. Nuestro personal representa a los diferentes grupos culturales o étnicos del condado de San Mateo.

Le invitamos a ingresar al siguiente enlace http://www.smchealth.org/new-client-information-spanish para ayudarle a entender sus derechos y los servicios específicos que los BHRS proporcionan, como:

- una guía para los servicios de Medi-Cal
- un folleto sobre los derechos del consumidor y la resolución de problemas
- una lista de proveedores de los BHRS

Por favor, no responda a este correo electrónico.

Si necesita asistencia o desea copias impresas de cualquiera de estos documentos, comuníquese con su nuevo proveedor. Si no sabe cómo comunicarse con su nuevo proveedor, puede comunicarse con el centro telefónico de ACCESS al (800) 686-0101, TDD: (800) 943-2833.

Hay información adicional sobre los servicios y recursos de los BHRS en http://www.smchealth.org/bhrs/mhresources.
En caso de que usted o un miembro de su familia tenga una emergencia de salud mental

Llame al 9-1-1 o vaya a la sala de emergencias del hospital más cercano si puede llegar ahí de forma segura.

Consulte las pautas para llamar al 9-1-1 en caso de una emergencia de salud mental.

Los servicios psiquiátricos de emergencia están disponibles en:

San Mateo Medical Center  
222 West 39th Ave, San Mateo CA, 94403  
Teléfono: (650) 573-2662

Mills-Peninsula Medical Center  
1501 Trousdale Drive, Burlingame CA 94010  
Teléfono: (650) 696-5915

Filipino

Welcome sa Mga Serbisyo sa Kalusugang Nauugnay sa Pag-uugali at Pagpapagaling (Behavioral Health and Recovery Services) ng San Mateo County! https://www.smchealth.org/new-client-information-filipino


Iniimbitahan ka naming pumunta sa link sa ibaba https://www.smchealth.org/new-client-information-filipino upang maunawaan mo ang iyong mga karapatan at ang mga partikular na serbisyon at paggamit ng BHRS, kasama ang:

- Gabay sa Mga Serbisyo ng Medi-Cal
- Brochure ng Mga Karapatan ng Consumer at Paglutas ng Problema
- Listahan ng Mga Provider ng BHRS

Mangyaring huwag tumugon sa email na ito.
Clinical Consent Forms in Avatar Guide for Clinicians: Scripts 2021

Kung kailangan mo ng tulong o kung gusto mong makatanggap ng mga aktwal na kopya ng alinman sa mga dokumentong ito, mangyaring tumawag sa iyong bagong provider. Kung hindi mo alam kung paano makipag-ugnayan sa iyong bagong provider, maaari kang makipag-ugnayan sa ACCESS Call Center (800) 686-0101, TDD: (800) 943-2833.

May karagdagang impormasyon tungkol sa mga serbisyo at resource ng BHRS sa http://www.smchealth.org/bhrs/mhresources

**Kung ikaw o ang isang kapamilya ay nakakaranas ng Emergency sa Kalusugan ng Pag-iisip**

Tumawag sa 9-1-1 o pumunta sa pinakamalapit na emergency room ng ospital sa iyo kung ligtas kang makapunta roon.

Tingnan ang Mga Alituntunin para sa Pagtawag sa 9-1-1 Kapag May Emergency sa Kalusugan ng Pag-iisip

**Available ang Mga Serbisyo para sa Psychiatric na Emergency sa:**

San Mateo Medical Center
222 West 39th Ave, San Mateo CA, 94403
Telepono: (650) 573-2662

Mills-Peninsula Medical Center
1501 Trousdale Drive, Burlingame CA 94010
Telepono: (650) 696-5915

Chinese

歡迎來到San Mateo縣行為健康和康復服務部**Behavioral Health and Recovery Services, BHRS**！
https://www.smchealth.org/new-client-information-chinese

行為健康和康復服務部(BHRS)在San Mateo縣為兒童、青年、家庭、成人與長者提供許多服務，旨在預防、早期干預及治療心理疾病及/或物質濫用。我們支持每個人擁有健康與優質生活的目標。我們以英文、西班牙文、簡體中文及他加祿語提供服務。如有需要，我們也能安排其他語言。我們的員工代表了San Mateo縣的不同文化/種族群體。

歡迎您造訪以下連結（網址為：https://www.smchealth.org/new-client-information-chinese 這有助於瞭解您自身享有的權益，以及BHRS提供的具體服務，包含：

- Medi-Cal服務指南
- 消費者權利和問題解決流程手冊
• BHRS服務提供者清單

請勿回覆此電子郵件。
如果您需要協助，或是需要任何文件的紙本副本，請與新服務提供者聯絡。如果您不知道如何與新服務提供者聯絡，請聯絡ACCESS客服中心，電話為：(800) 686-0101，TDD：(800)943-2833。

BHRS服務與資源的額外相關資訊位於http://www.smchealth.org/bhrs/mhresources

如果您或家人正發生心理健康緊急狀況
請撥打9-1-1或前往距離您最近的醫院急診室（前提是您能安全抵達該處）。
請參閱心理健康緊急情況撥打9-1-1準則

精神病急診服務看診處：

San Mateo Medical Center
222 West 39th Avenue San Mateo, CA 94403
電話：(650) 573-2662

Mills-Peninsula Medical Center
1501 Trousdale Drive, Burlingame CA 94010
電話：(650) 696-5915