



Eleanor Health Ohio
Community Member Handbook

Thank you for choosing Eleanor Health to partner with you in your health journey! This handbook will highlight key rights and responsibilities, administrative considerations, and resources you may use while working with Eleanor Health.

Table of Contents

1. [Clinic Contact Information](#)
2. [What to Expect at Eleanor Health](#)
3. [Scheduling](#)
4. [Access to after-hour services](#)
5. [Rights & Responsibilities](#)
6. [Financial Obligations for Services](#)
7. [About Recovery, Relapse, and Recovery Capital](#)
8. [Health & Safety Policies](#)
9. [Familiarization w/ Premises](#)

- **Clinic Contact Information**

Eleanor Health Ohio - Akron

Address: 789 White Pond Drive, Suite C, Akron, OH 44320 (currently virtual only)

Email: Akron.OH@eleanorhealth.com

Phone: (330) 840-5170 **Fax:** (833) 629-0813

Hours:

Monday: 9am to 5pm (virtual)

Tuesday: 9am-5pm (In-person/virtual)

Wednesday: 9am to 5pm (In-person/virtual)

Thursday: 9am to 5pm (In-person/virtual)

Friday: 9am to 5pm (virtual)

Saturday: 9am-1pm, by appointment only (virtual)

In person visits may be available with social distancing upon request.

Eleanor Health Ohio - Youngstown

Address: 5 N Canfield Niles Road, Suite 30, Youngstown, OH 44515

Email: youngstown.oh@eleanorhealth.com

Phone: (330) 542-6200 **Fax:** (833)307-1913

Hours:

Monday: 9am to 5pm (virtual)

Tuesday: 9am-5pm (In-person/virtual)

Wednesday: 9am to 5pm (virtual)

Thursday: 9am to 5pm (In-person/virtual)

Friday: 9am to 5pm (virtual)

Saturday: 9am-1pm, by appointment only (virtual)

In person visits may be available with social distancing upon request.

Eleanor Health Ohio - Dayton

Address: 5932 Springboro Pike, Dayton, Oh 45449

Email: dayton.oh@eleanorhealth.com

Phone: (937) 637-0412 **Fax:** (937) 437-1412

Hours:

Monday: 9am to 5pm (virtual)

Tuesday: 9am-5pm (virtual)

Wednesday: 9am to 5pm (virtual)

Thursday: 9am to 5pm (In-person/virtual)

Friday: 9am to 5pm (virtual)

Saturday: 9am-1pm, by appointment only (virtual)

In person visits may be available with social distancing upon request.

Eleanor Health Ohio- Columbus

Address: 6100 East Main St, Suite 102, Columbus, OH 43213

Email: columbus.oh@eleanorhealth.com

Phone: (380) 800-3428 **Fax:** (833) 645-2551

Hours:

Monday: 9am to 5pm (virtual)

Tuesday: 9am-5pm (virtual)

Wednesday: 9am to 5pm (virtual)
Thursday: 9am to 5pm (virtual)
Friday: 9am to 5pm (virtual)
Saturday: TBD

- **What to Expect at Eleanor Health**

Our mission at Eleanor Health is to help anyone concerned about their mental health or affected by addiction live amazing lives.

Eleanor Health offers whole-person, evidence-based treatment that is rooted in respect for your values, culture, and life experiences.

Individualized Care: Eleanor Health recognizes that you have your own unique goals and your own pathway to live an amazing life. We understand that chronic diseases, such as addiction, diabetes and depression impact multiple life domains. We will create individualized behavioral, social and physical health goals specifically for you.

Prompt Access: Eleanor Health is open 5-6 days a week at various times to ensure that prompt access to care is possible. Please see your Clinic Contact information above for details.

Eleanor Health Care:

Your care will be personalized specifically for you, based on your identified goals. We will also use your assessment results and partnership from our entire care team to recommend additional services you may benefit from:

- **Therapy:** We offer individual therapy which is a 1:1 opportunity to discuss stresses, anxieties, relationships, mental health needs or questions with our behavioral health clinicians. Eleanor Health also offers group therapy sessions focused around a specific topic and held with other community members. For additional support we can also integrate family therapy which allows you to bring other friends and family into your treatment journey.
- **Community Recovery Partnerships (CRP):** Our Community Recovery Partners know first-hand about confronting and managing life's biggest and most complicated challenges through their own lived experiences. They provide peer services including support, health coaching, and connecting you to community resources to assist in your health goals. Their role is to provide you with guidance and reassurance throughout your treatment and ongoing recovery.
- **Psychiatric Care:** Your treatment journey may include completing a psychiatric screening to further assess your individual needs. You may then be connected to one of our Psychiatrists who will partner with you and your care team to provide ongoing support for your mental and physical health.
- **Nurse Care Management:** If you have any co-occurring physical health conditions (i.e. diabetes, COPD, etc.) you may be connected to one of Eleanor Health's nurse care managers. They will ensure that you receive a thorough nursing assessment, support you to identify and reach associated health goals, and assist you in locating or connecting further with a primary care provider.
- **Medical Assessment and Services:** Eleanor Health's licensed medical staff partner with our direct care nurses to gather information about your health history and assess possible treatment options. Your treatment options may include medication which can be utilized as a tool to treat a variety of needs, including but not limited to anxiety, depression and substance use disorders. If this is best for you, our medical provider will discuss how to safely and effectively integrate medication into your treatment plan.
- **Urine Toxicology Screens:** If you are scheduled for medical or psychiatric service appointments, you will receive and complete scheduled urine toxicology screens. These screens are used to monitor and inform your treatment. A urine toxicology screen confirming the presence of

substances will be used to adapt your treatment plan and inform care, it will **not** result in removal from Eleanor Health services.

- **Health Advocates:** Health Advocates support our community members by connecting you with internal Eleanor Health services and external community resources to meet your needs.

- **Scheduling**

Rescheduling: We want appointments to be accessible and convenient for you. If you are unable to attend your scheduled appointment, we ask that you please reach out at least 24 hours before to enable another valued community member of the Eleanor community to possibly receive care. Thank you in advance for your collaboration!

Cancellation within 24 hours: If you cancel your appointment with less than a 24 hour notice, we may have difficulty rescheduling you due to lack of notice. If you are prescribed medications by Eleanor, appointment cancellations can cause a delay in you receiving your prescribed medications.

No Show to Appointment: If you do not show to your appointment, please contact the clinic as soon as you learn that you missed your appointment. We may have difficulty rescheduling you due to lack of notice and need as much time as possible to find another time for your care. If you are prescribed medications by Eleanor, no shows can cause a delay in you receiving your prescribed medications.

- **Access to After-Hour Services**

Emergency or Urgent After Hours Needs:

- **Emergency:** Please call 911.
- **Emergency Mental Health Crisis:** If you or a family/friend are in crisis, call the Ohio Recovery Help Line at 1-800-888-6161 or the National Crisis line at 988. You may also text the National Crisis Text line at 741741.
- **Urgent:** If the urgent need impacts your physical health, please contact your primary care provider, the emergency number on the back of your insurance card provided by your insurance provider, or an urgent care facility.
- **Remember:** Eleanor Health provides outpatient services, we do not provide urgent care or emergency medical care.

After Hours Consultation: To receive after hours *non-emergency* consultation from an Eleanor Health staff member, call the clinic phone. After hours, there is a 24/7 answering service that will escalate time-sensitive requests to a licensed staff member.

Prescription & Medical Concerns: If you need to reach a medical staff member regarding an after-hours addiction medicine related need, there is always a medical staff member on-call. Please call the clinic phone number, and the on-call answering service will contact the medical staff member on-call as needed.

- **Rights & Responsibilities**

Community Member Rights

You have the following rights:

- **Confidentiality:** You have the right to confidentiality. Eleanor Health is committed to ensuring your protected health information (name, birth date, diagnoses, etc) is not disclosed without legally sufficient reason. We cannot even disclose that you are our patient or anything about you or your care unless:
 - You have completed a release of information and consented in writing.
 - A court order has been received that we have to follow
 - There is a medical emergency and the disclosure is to medical personnel (i.e. an EMT if you've fainted on our property).
 - It is to a company that we have a business associates agreement to provide services to (like our language translating service or our electronic health record)
 - Authorized people are auditing our care for quality.
 - It is required under state law in an incident of suspected child abuse and neglect
 - We may be required to report the death of a person receiving services to a public health authority.
 - The US Department of Health and Human Services wants to investigate whether we've complied with HIPAA privacy rules & 42 CFR Part 2. Your privacy and confidentiality are protected not just through HIPAA but also through 42cfr Part 2, a federal regulation that provides enhanced protections for people seeking treatment for addictions.
- **Translation:** To have our rights explained to you in a manner or language you understand and that is preferred including a language other than English or if you are unable to read.
- **Non-Discriminatory Services.** Services will not be denied on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic provided by law.
- **Accessible Care:** Nondiscriminatory access to services as specified in the Americans with Disabilities Act of 190 (4 USC 12/01).
- **Informed Consent:** You and your legal guardian has the right to be informed of the nature and availability of services provided by competent, qualified, experienced staff, and of the procedures used in treatment. This includes recommendations for immediate, pending, and potential future treatment needs including risks when applicable. If requested or needed services are beyond the capability or in conflict with its mission and philosophy, Eleanor Health will assist you in locating needed services.
- **Refusing Treatment:** You have the right to refuse treatment or any specific treatment procedure and the right to be informed of the consequences resulting from such refusal.
- **Treatment Plan:** You have the right to actively participate in creating, reviewing, and updating your treatment plan, to receive information about treatment, to express preferences about service providers, to make decisions about your treatment. You will receive a copy of your treatment plan.
- **Advocacy:** You have the right to designate a personal advocate to act on behalf of yourself if you are incapable of understanding a proposed treatment or if you are unable to communicate your wishes.
- **Research:** You, if applicable, will be informed of any research or experimental activities and have the right to refuse involvement.
- **Review of Records:** You have the right to review your record. There is an established procedure for the review to assure the confidentiality and security of the record. You will be provided assistance in explaining information if needed. Some information may be clinically determined to not be appropriate for viewing, such as information that may be harmful for you at the time of the request, or that is determined to be information that could create a breach of confidentiality of another person or potentially cause them harm.
- **Copy of Records:** You have the right to request a copy of your record. This request must be completed in writing. Only information that was created by Eleanor Health will be copied.

- **Release of Records:** You may consent in writing to release your records to other for any purpose you choose. You may revoke this consent at any time for future release of your reports. You will need to put the request in writing on the agency's Release of Information form.
- **Amending or Changing your Record:** If you believe that something in your record is incorrect or incomplete, you may request the agency amend or change it.
- **Accounting of Disclosures:** You may request information about the disclosures Eleanor Health has made related to your confidential information. This does not include information used for treatment, payment, or health care operations purposes or that we shared with you, your family, or information you gave specific consent or permission to release.
- **Contacting you:** You can provide information to the agency on how you would like to be communicated with i.e. cell phone, text, leaving a message. This can be updated or changed at any time.
- **Verify Payment Information:** You have the right to verify that the payment information you are providing is correct.
- **Ethics:** You have the right to a copy of the Eleanor Health Corporate Compliance policy.
- **Disclosure of Social Security Number:** Federal Regulation 42 U.S.C. Section 405(c)(2) requires disclosure of Social Security number for billing purposes. It may also be used for identification purposes, determination of contract eligibility and to detect fraud.
- **Exercising your Rights:** You should not be denied, suspended or terminated from treatment or have treatment reduced for exercising any of your rights.
- **Grievance/Appeal Procedures:** In the event you would like to file a grievance/appeal, you will be able to receive the appropriate form from an Eleanor Health staff person. The clinic manager will investigate the grievance and attempt to resolve it within 3 days of form submission. If it cannot be resolved, the Quality Team will review the grievance/appeal. If the Quality Team is unable to resolve the concern, the grievance/appeal will be sent to the regional General Manager. The decision of the regional General Manager will be final. You will receive a written response explaining the decision.
 - You may visit the [Ohio Department of Health Complaint site](#) to file directly through the state online or mail to:
 - Complaint Unit
246 North High Street
Columbus, Ohio 43215
- **Advanced Directive:** You may provide Eleanor Health a copy of your advance directive.
- **Freedom from Searches:** You will be free from strip searches and body cavity searches and retaining control over your bodily appearance.
- **Questions and Complaints:**
 - If you have questions or complaints about this document, you may contact the Quality Team in writing at our facility for further information. You may also email compliance@eleanorhealth.com.
 - You may also contact the Secretary of the U.S. Department of Health and Human Services if you believe Eleanor Health has violated your privacy rights.
- [Complaint Policy & Procedure](#)

Community Member Responsibilities

You have the Following Responsibilities:

1. To let us know how the Eleanor Health model is or is not working for you.
2. To share which care interventions work best for you.
3. To speak up if you see wrongdoing by any Eleanor Health staff person.
4. To do your best to arrive on time for groups and individual sessions. If you are more than 10 minutes late for a group, you may have to wait for the next one.
5. To create a safe environment and not participate in violent and/or illegal activities on Eleanor Health grounds. Threats or acts of violence will be treated very seriously and may be grounds for termination from Eleanor Health membership.

6. To let Eleanor Health know whom you consider family or support (whether a friend, partner, relative, or sponsor). With your permission, we will engage whomever in your life you wish to help support your goals.
7. To respect other Eleanor Health members and their property.
8. To know that if you disclose any known or suspected abuse or neglect of a child, disabled person, or elder, that Eleanor Health staff are mandatory reporters and will disclose to the appropriate authorities.
9. At Eleanor Health we hold both our staff and you accountable to maintain a safe and respectful environment. Sexual or other forms of harassment are not tolerated.
10. To enroll in services, you might sign a consent for treatment form.

Guidelines for online and social media settings:

While Eleanor Health encourages an online and social media culture, we ask that you respect the privacy of other people receiving treatment and staff members in-person and in virtual treatment settings. Eleanor Health staff may not disclose confidential or proprietary information about you or our personnel on social media (including, but not limited to, communications over the internet, on personal websites or web pages, or online communities).

- a. Please do not post identifying information about other people receiving treatment or Eleanor staff without consent. If there is a concern or question of appropriateness please reach out to your clinic manager or follow the formal incident/complaint process.
- b. There shall be no photographs or recordings taken of anyone receiving services, family members, or staff members, except as permitted by agency policy.
- c. Eleanor Health discourages interactions and relationships between community members and Eleanor staff on social media platforms such as Facebook, Instagram, etc. If a community member requests to follow or to be friends on these platforms, Eleanor staff are to deny the request.
- d. Virtual appointments cannot be conducted when either participant is driving or operating a vehicle. The location of both you and the provider are discussed at the beginning of each appointment. Physical sedentary location must be shared at that time to ensure we are able to safely complete the session. Appointments may be rescheduled if either party is not able to participate safely.
- e. Eleanor Health staff providers conduct virtual appointments in a confidential setting. At the beginning of each appointment participants shall identify all other present parties. If you conduct your visit in a setting with other participants or in a public setting, Eleanor Health can not guarantee your privacy.

● **Financial Obligations for Services**

You have the financial obligation to pay for any services received. Eleanor Health has a standard self-pay discount available to everyone regardless of their income level. Please see the Financial Responsibility Agreement for more information

Transitions:

Eleanor Health is committed to providing the utmost quality care to you. Eleanor Health will not “fire” or “terminate” you due to uncontrolled symptoms of chronic health conditions. Eleanor Health considers addiction to be a chronic health condition and aims to provide long-term care for you over your life span. Your account will become inactive after 90 days without receiving Eleanor services and you may need to complete a new intake.

- **Higher Care Needs:** If you need a higher level of care, you will not be formally discharged from Eleanor Health but will be safely transitioned to a higher level of care for the requisite period of time

and then resume services as able. If it is determined during assessment that you are in need of a higher level of care, the following information is obtained: 1) your willingness to receive a higher level of care, and 2) insurance information. If you are willing to receive this care, Eleanor Health will facilitate this transition as able at a care setting that is most appropriate.

Termination of Care due to Safety Risk: If you have committed an act of violence, threatened to commit an act of violence in the clinic, or presented any other ongoing physical or psychological safety risk to another person receiving services or an Eleanor staff member, Eleanor Health may discharge you from their services and refer to other resources. In the event this occurs, Eleanor Health will notify you in writing, provide you with information about alternative resources and assist in setting up an appointment.

Change of Provider Requests: If you have questions about your options or wish to request a new treatment provider, please notify any Eleanor staff member. Once a request is formally submitted, a member of Eleanor's clinical leadership team will reach out within one week to obtain additional information. That additional information will then be reviewed with the Eleanor Health care team and you will be notified of a resolution within 2 weeks.

- **About Recovery, Relapse, & Recovery Capital**

At Eleanor Health, we believe that everyone can recover. We know that research shows that the majority of people with substance use disorder successfully resolve these problems. We also know that recovery is socially contagious.

We believe that relapse is preventable with enhanced recovery capital and enhanced self-efficacy. When relapse happens, we see it as an exacerbation of a chronic medical condition and a sign that a treatment plan change is needed.

We strive to provide whole person care, which focuses on wellness in these five areas of your life:

- Occupational (stable job that supports recovery)
- Emotional (healthy mind)
- Physical (healthy body)
- Relational (relationships)
- Ontological (meaning in life, spiritual fulfillment)

- **Health & Safety Policies**

Transparency: Health and safety for members is always one of the most important concerns for Eleanor Health. We ask for members to be transparent on all of their health conditions, medications prescribed, and other substances taken so that we can provide the safest care possible.

Seclusion and Restraint: It is Eleanor Health policy that members will never be restrained or secluded.

Tobacco Products: Eleanor Health asks members if they are using any tobacco products including pipes, chew and vaping, that the member refrains from using tobacco products on property.

Medications: For the safety of all members, Eleanor Health asks if a member is taking medication to leave the medication at home or covered and locked in your vehicle unless the Physician or nurse asks you to bring the medications into the clinic for purposes of a medication reconciliation or supervised induction. Please have the medications in the original bottle with your name from the pharmacy.

Prescriptions/medications are provided during visits with a provider. To ensure safe prescribing, medications are not refilled after-hours. If an appointment is missed, please contact the clinic immediately to reschedule the appointment and discuss your medications so you do not run out before your next

appointment. Prescriptions will be refilled at appointments or can be requested 5 days before running out if an appointment is not needed.

Weapons: All guns and firearms of any kind are banned in all clinics.

Active Shooter: In case of an active shooter:

- Run, Hide, Fight - For more information, visit <https://www.ready.gov/public-spaces>
- If unable to safely exit, lock all doors.

Poison Control Emergency: Call 1-800-222-1222

- Free online poison control tool - [webPoisonControl](#)
- For more information visit <https://www.nationwidechildrens.org/specialties/central-ohio-poison-center>

- **Familiarization w/ Premises**

Eleanor Health has a procedure for the protection of all persons on the premises in the event of an emergency.

Severe Weather

- In the event of severe weather requiring Eleanor Health Clinic locations to be closed, this will be announced on local media, radio, and television stations and posted on the local clinic's Facebook page.
- If members are in the clinic when severe weather occurs, members will be asked to follow the direction of the staff.

Fire: In the event of a fire or when the fire alarms go off, you will be asked to alert others and to proceed to the closest safe exit. Leave the facility and go to the far end of the parking lot. Please note that there may be explosive materials in the building (i.e. oxygen tanks, etc).

We ask members to proceed to the far back of the parking lot furthest away from the building. Please note that there may be explosive materials in the building (i.e. oxygen tanks, etc).

Staff will be following the Rescue, Alert, Confine, Extinguish protocol:

R – RESCUE – Staff will remove all members from danger. All should be evacuated to the safest exit or behind closed doors away from fire. Evacuation routes are found in all the rooms and hallways.

A – ALERT – Pull alarms, call 911.

C – CONFINE – Confine the fire by shutting all doors and in the area. Members should stay behind the fire doors. All other doors should be closed immediately to contain the fire or smoke.

E – EXTINGUISH / EVACUATE – Exit from the door closest to you & furthest from the fire.

Clinic Specific Safety Locations:

Akron, OH:

Exit Information: The clinic has 2 exits: 1) Main Entrance/Exit: at the front of the clinic, opens to the building vestibule which leads to the parking lot and 2) Back Entrance/Exit: at the back of the clinic, opens to a small vestibule which leads to the parking lot

Windows: Within the clinic, 6 rooms have windows 1) Clinic Manager's Office, 2) IT/Storage room, 3) Lab, 4) Exam room 2, 5) Exam room 3 and 6) Bathroom

Shelter: Within the clinic, 2 rooms have no windows and are suitable for shelter in place: 1) Clinic Manager's Office and 2) Lab

Evacuation meeting place: In the event of an evacuation, all staff and community members should exit the clinic, walk out the lobby of the building, and walk to the far edge of the parking lot.

Fire Suppression Equipment/Fire extinguishers are located: 1) In the hallway outside of the Staff Room and 2) In the kitchen

First Aid Kits: In the lab

AED/Ambu bag: In the lab mounted on the wall closest to the door

Natural Disaster: In the event of a tornado, all staff and community members should go into the Clinic Manager's Office. If there is need for additional space, staff and community members should go into the Lab.

Youngstown, OH:

Exit Information: There are 2 exits within the clinic. 1 The main exit at the front of the building is adjacent to the primary parking lot. 2. The back exit is adjacent to the lab with the door opening to an open air breezeway connecting the office building complex.

Windows: There are 5 rooms that have windows within the building. 1. Member waiting area. 2. Front desk member check in 3. The Group room. 4) Medical room #2 and 5) Therapy room B

Shelter: Within the clinic, 5 rooms that have no windows and are suitable for shelter in place. For the purposes of shelter, however, the Clinic Manager's office and Lab area will be used if an overflow is needed.

Evacuation meeting place: In the event of an evacuation, all staff and community members should exit the clinic through the main front entrance, by walking out the member waiting area of the building, and proceeding to the far left area of the parking lot.

Fire Suppression Equipment/Fire extinguishers are located: There are 2 extinguishers located in the building mounted on the walls. 1) In the front desk area behind the door and 2) In the main hallway.

First Aid Kits: Located in the lab

AED/Ambu bag: Located in the lab

Natural Disaster: In the event of a tornado, all staff and community members should go into the Clinic Manager's Office. If there is need for additional space, staff and community members should go into the Lab.

Dayton, OH:

Exit Information: There are 3 exits within the clinic. 1)The main exit at the front of the building is adjacent to the primary parking lot and enters in the main lobby. 2) Also off the main lobby to the right of main entrance 3) The back exit is adjacent to the rear parking lot in the back of the building

Windows: There are 4 rooms that have windows within the building. 1) The Manager's office. 2) Therapy room II 3) Break Room. 4) Catch all-CRP

Shelter: Within the clinic, 4 rooms that have no windows and are suitable for shelter in place. For the purposes of shelter, however, the Storage and Lab area will be used if an overflow is needed.

Evacuation meeting place: In the event of an evacuation, all staff and community members should exit the clinic through the main front entrance, by walking out the member waiting area of the building, and proceeding to the far left area of the parking lot.

Fire Suppression Equipment/Fire extinguishers are located: There are 2 fire extinguishers located in the building mounted on the wall. 1) In the main hallway located by the secondary entrance and coat closet and 2) next to the rear exit.

First Aid Kits: Located at front desk and Exam room #2

AED/Ambu bag: Main hallway adjacent to Exam rooms

Natural Disaster: In the event of a tornado, all staff and community members should go into Exam room #2. If there is a need for additional space, staff and community members should go into Exam room #1.

Columbus, OH:

Exit Information: There are 2 exits within the clinic. 1 The main exit at the front of the unit enters into the main lobby which is adjacent to the primary parking lot. 2. The back exit is adjacent to the rear of the building which leads to an outdoor space and parking lot of an adjacent retail/business complex.

Windows: There are 7 rooms that have windows within the building. 1) The Manager's office. 2) Therapy room I 3) Therapy room II 4) Group/Break Room. 5) The lobby 6) Main hallway

Shelter: Within the clinic, 4 rooms that have no windows and are suitable for shelter in place. For the purposes of shelter, however, the Storage and Lab area will be used if an overflow is needed.

Evacuation meeting place: In the event of an evacuation, all staff and community members should exit the clinic through the main front entrance, by walking out the member waiting area of the building, and proceeding to the far left area of the parking lot.

Fire Suppression Equipment/Fire extinguishers are located: 1 located in the Group/break room near the exit door.

First Aid Kits: Located at front desk and Exam room

AED/Ambu bag: Main hallway adjacent to Group/Break Room

Natural Disaster: In the event of a tornado, all staff and community members should go into the Exam Room. If there is need for additional space, staff and community members should go into the ensuite bathroom or technology room.