



Mountain Lake Services

Article 16 Clinic

Clinical Handbook

**Our mission is to partner with people of all abilities to live
their very best lives.**

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Sarah Louer, Director of Clinical Services

Dr. Lynne Macco, Medical Director

Elissa Duso, Treatment Manager

Melissa Hutchins, Office Manager

Main Article 16 Clinic Site:

Mountain Lake Services
Helen F. McDonald Center
10 St. Patrick's Place
Port Henry, NY 12974

Hours of Operation: 8:00AM-4:30PM Monday—Friday

After Hours/Weekend Emergency Contact Information

Administrator on Duty— (518)574-9077

Satellite Sites:

Mountain Lake Services
Gerald B. Edwards Center
100 Industrial Parkway
Keeseville, NY 12944
(P)(518)834-1188 / (F)(518)834-1155

Advocacy & Resource Center
Champlain Valley Industries
9 Industrial Boulevard
Plattsburgh, NY 12903
(P)(518)563-0037 / (F)(518)563-4397

Jefferson/St. Lawrence NYSARC
Canton Day Hab.
6 Commerce Lane
Canton, NY 13617
(P)(315)379-9571 / (F)(315)379-0834

Advocacy & Resource Center
PATH
279 New York Road
Plattsburgh, NY 12903
(P)(518)324-8651 / (F)(518)562-1238

Jefferson/St. Lawrence NYSARC
Norwood Day Hab.
South Main Street
Norwood, NY 13668
(P)(315)353-6618/ (F)(315)353-4620

Adirondack ARC
91 Fay Brook Drive
Lake Clear, NY 12945
(P)(518)891-6565 / (F)(518)891-6555

PROGRAM GOALS

The purpose of the Article 16 Clinic is to service individuals and their collaterals by:

1. providing clinical services of primarily habilitative in nature to ameliorate or limit the disabling condition or other disease, illness or condition through the provision of professional assessments and therapies, to individuals, who because of their developmental disabilities, require such services to remain in, or move to, the least restrictive residential and/or delay setting; or, because such services are unavailable or inaccessible in the persons' community;
2. providing services to individuals through their collaterals for the purposes of enhancing the effectiveness of treatment, enabling individuals to remain in their families or placement settings as long as desired and /or enhancing individuals quality of life;
3. providing convenient access to clinical services, including service availability at non-traditional business hours, in non-traditional settings and making use of treatments delivered at approved satellite sites, as needed;
4. providing clinical services that are not duplicative or substitutive of additional services by existing clinic treatment facilities except when there is documentation that the individuals needs so warrant; and,
5. providing quality services through the use of staff, who hold the certification or licensure appropriate to their discipline and by program and /or staff affiliations with training institutions that can provide a source of continuing education as required to maintain current licensure.

SERVICES AVAILABLE

PHYSICAL THERAPY

Services designed to evaluate, assess, treat or diminish conditions affecting gross motor skills, ambulation, posture, balance, strength and/or range of motion.

OCCUPATIONAL THERAPY

Services designed to evaluate, assess, treat or diminish functional impairments which adversely affect Independent performance of significant activities of daily living.

SPEECH/LANGUAGE PATHOLOGY

Services designed to evaluate, assess, treat or diminish deficits in receptive/expressive language, communication skills, articulation and dining safety. Services include the development of alternative communication strategies.

PSYCHIATRY

Evaluation and assessment of mental/emotional conditions by a physician with specialized advanced training in the diagnosis and management of these disorders, one modality being the prescription of psychotropic medication and the on-going monitoring of response to such medication.

SERVICES AVAILABLE

PSYCHOLOGICAL SERVICES

10 St. Patrick's Place, Port Henry; 100 Industrial Park

Include but not limited to the administration and diagnosing by use of psychological testing and completion of behavioral assessments. These services may assist people with intellectual and /or development disabilities and their families through one time testing or ongoing therapeutic counseling.

SOCIAL WORK

10 St. Patrick's Place, Port Henry; 100 Industrial Park

Services designed to enhance and maintain the psychosocial functioning of individuals, families and small groups.

The professional application of social work theory and methods to the treatment and prevention of various emotional, mental, or behavioral concerns.

Services consist of assessment; diagnosis; treatment, including psychotherapy and counseling; client-centered advocacy; consultation; and evaluation, as based on the knowledge of one or more theories of human development within a psychosocial context.

Services Offered via Telehealth & Disclaimer:

This notice is to inform you that telehealth services may be offered for any Article 16 Clinic therapy services based on the request of the person receiving services and when the therapist deems it appropriate and justifiable.

The telehealth platform currently used by Mountain Lake Services Article 16 Clinic is Zoom. There is a potential that privacy risks may occur. However here at the clinic, all encryption available and privacy modes are utilized to limit the risks. We are compliant with all other HIPAA provisions, including HIPAA privacy and security regulations, and HITECH breach notification procedures. Our Agency has entered into a formal Business Associate Agreement with Zoom; in connection with the utilization of their video communication products.

You may request a copy of the telehealth policy in writing to the treatment manager.

Any questions or concerns may be directed to the Article 16 Clinic Treatment Manager by calling (518)546-7151 ext. 147.

ELIGIBILITY CRITERIA

A. On-going treatment services will be provided to individuals with a diagnosis of developmental disability and, as necessary and appropriate, to their collaterals for the purposes of enhancing treatment results for the individual. Developmental Disability refers to a person which:

1. is attributed to:

- a. mental retardation, cerebral palsy, epilepsy, neurological impairment, familial dysautonomia or autism;
- b. any other condition of a person found to be closely related to mental retardation because such condition results in similar impairment of intellectual function or adaptive behavior to that of person with MR or requires treatment and services similar to those required for such persons; or,
- c. dyslexia, resulting from a disability as described above.

2. originates before such person reaches age 22;

3. has continued or can be expected to continue indefinitely; and,

4. constitutes a substantial handicap to such person's ability to function normally in society.

B. Individuals without a known developmental disability diagnosis will be admitted for the purpose of clinical screening and comprehensive clinic assessment to determine if such diagnosis exists.

C. individuals, up to their 8th birthday, for whom a diagnosis is of suspicion, will remain eligible for services when appropriate clinical documentation substantiates their circumstances including, but not limited to, maturational delays or complexities of condition which prove resistant to clinical assessment and evaluation.

1. for children five years or younger, with a substantiated suspicion of a disability or documented indicator of risk will remain eligible for treatment as an enrollee with a developmental disability.

2. for children six years and older, the clinical assessment shall substantiate a specific developmental disability diagnosis in order for the person to remain eligible for further treatment as an enrollee with developmental disabilities.

D. No admission for services unless there is a documented need for the service and the clinic has sufficient capacity to provide the service.

E. All individuals will be assessed at least annually by the Medical Director; for the continuation of need.

ADMISSION PROCESS

1. Individuals who have a diagnosis or who have a suspected diagnosis may be referred for clinic services.
2. Referrals may come from a variety of sources, including but not limited to health care professionals, agency staff, family members, collaterals or individuals making self-referrals.
3. Referrals may be made via telephone, email, letter or fax, preferably completing the *Referral Form*. These referrals will be reviewed by the Director of Clinical Services and/or Medical Director to determine if the applicant could benefit from these clinic services or other programs offered through Mountain Lake Services.
4. Once the referral is approved, an Intake Appointment will be scheduled and conducted by the Treatment Manager to assess the applicant's needs for external referrals. The Treatment Manager will also recommend either assessment by the clinician or rejection of services.
5. The result of the Intake Visit will be reviewed by Mountain Lake Services—Service Review Committee process and the Medical Director, who will approve the final assessment.
6. All individuals accepted for services will be assigned a professional or otherwise qualified staff member designated to provide his/her treatment coordination.

DISCHARGE PROCESS

1. The following criteria shall be used for individuals discharge from the Article 16 Clinic:
 - A. the individual has attained the maximum benefit from the services provided, additional services would be of little benefit and withdrawal from services would not adversely affect the individual's level of functioning.
 - B. it is determined that the individual receiving clinic services would be better served by another provider.
 - C. clinic staff will make every effort to ameliorate any difficulties that an individual might have, which could affect his/her attendance, punctuality or compliance with treatment plans. Despite best efforts, there may be cases when individuals will consistently and intentionally refuse to participate in the resolution of these issues, and where other individuals could benefit from access to the treatment slot. These individuals will be discharged. However they will be eligible for re-enrollment for future services without prejudice.
2. Discharge will be initiated as follows:
 - A. the treating clinician will recommend discharge from service to the Treatment Manager.
 - B. the Treatment Manager will review the recommendation and any follow-up recommendations with the Director of Clinical Services and/or Medical Director. For individuals receiving other services in the clinic, the Treatment Manager may discuss the discontinuance of service on the overall treatment plan with the individual's clinicians. A recommendation for discharge will be developed by the treating therapist, along with the Treatment Manager and review with the Director of Clinical Services for review and approval by the Medical Director.

DISCHARGE PROCESS

(Continued)

C. individuals discharged from all services will be assigned an “discharged” status.

D. the individuals and his/her collateral or representative may appeal the discharge determination in accordance with the Grievance Procedure set forth in the enrollment packet.

MEDICAL EMERGENCIES

In the event of any medical emergency situation, the primary concern is the welfare of the individual served. The individual will receive care and treatment that is suited to his or her needs and skillfully, safely, and humanely administered with full respect to his or her dignity and personal integrity. To ensure a rapid and appropriate response to any emergent medical condition for the people we serve, Mountain Lake Services will provide trained staff, on-call systems including the availability of an on-call Registered Nurse and access to emergency medical services whenever needed.

LIST OF RIGHTS ASSOCIATED WITH RECEIPT OF SERVICES

HUMAN RIGHTS, RESPONSIBILITIES, AND PRIVILEGES

1. No person shall be deprived of any civil or legal right solely because of a diagnosis of intellectual or developmental disability.
2. All persons shall be given the respect and dignity that is extended to others regardless of race, religion, origin, creed, age, gender, ethnic background, sexual orientation, intellectual or developmental disability or other disability or health condition, such as one tested for or diagnosed as having an HIV infection. There shall be no discrimination for these or any other reasons.
3. No person shall be denied a safe and sanitary environment; one free from physical or psychological abuse, devices, unnecessary or excessive medication and one that protects from commercial and other exploitation.
4. No person shall be denied confidentiality with regard to all information contained in his/her clinical records.
5. No person shall be denied a written individualized plan of service, nor will they be denied the opportunity to participate in its development and modification. Each person capable of doing so, and /or his or her parents, guardian or correspondent, shall have the right to object to and /or appeal any decision with which he/she disagrees.
6. No person shall be denied appropriate and humane health care and the opportunity, to the extent possible, to have input either personally or through parent(s)/guardian(s), or correspondent to participate in the choice of physician and dentist in accordance with each individual's needs to maintain an optimum level of health.
7. No person shall be denied receipt of information of the supplies and services provided by the program and those for which additional charges will be made.

LIST OF RIGHTS ASSOCIATED WITH RECEIPT OF SERVICES

HUMAN RIGHTS, RESPONSIBILITIES, AND PRIVILEGES (Continued)

8. Implementation of many of the above rights entails inherent risks. To the extent reasonable and appropriate, such risks shall be described to individual and /or parents, guardians or correspondents. Additionally, the above rights, privileges and responsibilities shall not be limited for disciplinary purposes or for the convenience of staff. There shall be no corporal punishment whatsoever.

OBJECTIONS AND APPEALS

A process is available *as outlined in the enrollment packet, Section 6, Protection of Rights*; through which an individual, parent, guardian or correspondent may object to, and appeal any plan of service, care or treatment with which they disagree.

PRIVACY PRACTICES

Mountain Lake Services is permitted to use and disclose information which falls within the following categories: Treatment; Payment; Health Care Operations; Appointment Reminders; Treatment Alternatives; Health Related Benefits and Services; Marketing Activities; Fundraising; Individuals involved in your care or payment for your care; Research; As required by Law; To Avoid a Serious Threat to Health or Safety; Workers Compensation; Public Health Risks; Health Oversight Activities; Lawsuits and Disputes; Law Enforcement; Coroners, Medical Examiners and Funeral Directors; Inmates.

Your authorization prior to disclosure is required in some cases; *which is outlined in the enrollment packet which you received upon enrollment into the Article 16 Clinic.*

CONSENT FORM FOR TREATMENT, PAYMENT, AND OPERATIONS—USES AND DISCLOSURES

Please read carefully the Consent for Payment and Operations Uses and Disclosures form which is provided in your initial enrollment packet. It outlines who is able to disclose this information; who will use and receive the information; what type of information will be used or disclosed; the purpose and expiration of the information.

Please read thoroughly the initial Enrollment Packet which is received upon admission into the Article 16 Clinic, this contains a full listing of your rights associated with receipt of services.