
VERITY

INTEGRATED
BEHAVIORAL
HEALTHCARE
SYSTEMS



MEMBER HANDBOOK



MULTNOMAH COUNTY

**Department of County Human Services
Mental Health & Addiction Services Division**

This handbook is available in alternate formats, including different languages. If you would like a different format, please call VERITY at 503-988-5887. For long distance, out of area, call 1-888-620-4555 and for TTY/TDD call 503-988-3598. If you are in need of interpreter services, please have someone tell the agency when you make the appointment. We can arrange to have an interpreter at your appointment.

Esta guía de referencia está disponible en diferentes formatos y en varios idiomas. Si usted prefiere un formato distinto, por favor comuníquese con VERITY al 503-988-5887. Si su llamada es de larga distancia, fuera de la zona, marque el 1-888-620-4555, y para TTY/TDD marque el 503-988-3598. Si necesita servicios de interpretación, por favor pídale a alguien que le avise a la agencia cuando haga usted la cita. Nosotros conseguiremos un intérprete para su cita.

Данное руководство доступно в альтернативных форматах, в том числе на разных языках. Если Вы желаете получить другой формат, пожалуйста, позвоните в VERITY по телефону 503-988-5887. В случае междугородних звонков из-за пределов региона звоните по телефону 1-888-620-4555, а с аппаратов, работающих по принципу телетайпа (TTY/TDD) – по телефону 503-988-3598. Если Вам необходимы услуги переводчика, пусть кто-либо предупредит об этом агентство во время назначения встречи. Мы можем организовать присутствие переводчика на этой встрече.

本手册有其他格式，包括不同的语言版本。如果您需要其他格式的手册，请致电 Verity 索取，电话是 503-988-5887。区域外的长途电话请致电 1-888-620-4555，TTY/TDD 号码是 503-988-3598。如果您需要口译人员服务，请您委托他人告知机构进行预约。我们可以安排口译人员在您预约的时间提供服务。

Cuốn sổ tay này có ở nhiều định dạng và ngôn ngữ khác nhau. Nếu quý vị muốn có định dạng khác, xin vui lòng gọi VERITY theo số 503-988-5887. Cuộc gọi ở xa, ngoài khu vực dịch vụ, gọi 1-888-620-4555 và dành cho thành viên sử dụng TTY/TDD, gọi 503-988-3598. Nếu quý vị cần dịch vụ phiên dịch, vui lòng yêu cầu ai đó báo cho cơ quan khi quý vị có cuộc hẹn. Chúng tôi có thể sắp xếp người phiên dịch cho cuộc hẹn của quý vị.

본 핸드북은 다양한 언어로 된 여러 가지 형태로 이용하실 수 있습니다. 만약 다른 형태로 이용하고 싶으시면, 503-988-5887로 전화하여 VERITY에 연락을 주십시오. 장거리 전화나 시외일 경우에는 1-888-620-4555를 이용하여 주십시오. TTY/TDD 전화는 503-988-3598 입니다. 통역 서비스가 필요하시면, 약속을 잡으실 때 다른 사람에게 전화를 부탁하십시오. 귀하의 약속에 통역자를 준비할 수 있도록 하겠습니다.

Buugaan yari waxaad kale oo uu diyaar kugu yahay habab kale, oo ay ku jiraan luqado kala duwan. Haddii aad doonayso hab kale, fadlan ka soo wac VERITY 503-988-5887. Haddii aad ka soo wacayso meel fogna, waxaad soo wici kartaa 1-888-620-4555 ama telefoonka TTY/TDD ka soo wac 503-988-3598. Haddii aad doonayso howlaha turjibaanka, fadlan qof kale ha u sheego hayada markii aad balanta sameecysanayso. Waxaanu ku diyaarin karnaa turjibaan balantaada.

កូនសៀវភៅនេះ មានបោះពុម្ពក្នុងទម្រង់ផ្សេងៗទៀត និងមានភាសាខុសៗគ្នា ។ បើអ្នក ចង់បានកូនសៀវភៅ ក្នុងទម្រង់ផ្សេងពីនេះ សូមហៅទូរស័ព្ទមកកាន់ VERITY តាមរយៈលេខ 503-988-5887 ។ សំរាប់ការហៅចម្ងាយឆ្ងាយ ដែលនៅក្រៅ តំបន់ សូមហៅមកកាន់លេខ 1-888-620-4555 ហើយសំរាប់អ្នកពិបាកស្តាប់ និងពិបាកនិយាយ សូមហៅមកកាន់លេខ 503-988-3598 ។ បើអ្នកត្រូវការអ្នកបកប្រែភាសា សូមឱ្យនរណាម្នាក់ប្រាប់ភ្នាក់ងាររបស់យើងឱ្យ ពេលដែលអ្នកធ្វើការណាត់ជួប ។ យើងខ្ញុំអាចរកអ្នកបកប្រែភាសា សំរាប់ជួយអ្នក តាមការណាត់ ។

Phau ntawv no muaj cov qauv uas hloov ua lwm yam, nrog rau ntawv yam lus sib txawv. Yog tias koj xav tau ib tug qauv uas txawv nov, caw hu rau VERITY ntawm 503-988-5887. Txog ntawm ncua kev deb, tawm ntawm thaj chaw, hu rau 1-888-620-4555 thiab txog ntawm TTY/TDD hu rau 503-988-3598. Yog tias koj xav tau kev pab cuam neeg txhais lus, caw hais kom ib tug neeg twg qhia rau lub chaw sawv cev thaum uas koj teem caij sib ntsib. Peb tuaj yeem npaj kom muaj ib tug neeg txhais lus ntawm koj qhov chaw teem caij sib ntsib.

هذا الكتيب متاح بصيغ أخرى، وبعده لغات مختلفة. إذا أردت الحصول على الكتيب بصيغة أخرى، يرجى الاتصال بمؤسسة VERITY على هاتف رقم 503 - 988 - 5887. للاتصال من الخارج، أو من خارج المنطقة، يمكنكم الاتصال على هاتف رقم 1 - 888 - 620 - 4555 وبالنسبة لأجهزة الطابعة الهاتفية/جهاز الاتصالات السلكية واللاسلكية للصم (TTY/TDD) يمكن الاتصال على رقم 503 - 988 - 3598. في حالة الحاجة إلى خدمات الترجمة، يرجى إبلاغ المؤسسة بذلك عند حجز الميعاد. يمكننا ترتيب حضور أحد المترجمين عند مقابلتك.

Multnomah County

Phone Numbers

24 Hours a Day

7 Days a Week

Call Center

For Crisis Services Call

503-988-4888

1-800-716-9769

Verity Member Services

For Information &

Referral Call

503-988-5887

1-888-620-4555

TTY/TDD: 503-988-3598



Verity Integrated Behavioral Healthcare Systems Works with the Oregon Health Plan to manage mental health services. Verity is your mental health plan. Verity pays for your services at contracted mental health agencies. This book tells how Verity works. It explains services that are covered under the Oregon Health Plan. This book describes the benefits under the OHP Plus plan.

Please take time to look over the book. Save it in case you need it later. You should also look at your Oregon Health Plan Client Handbook. It has information on the Oregon Health Plan that isn't included in this book. Our staff can help you with questions and concerns such as:

- Services covered under the Oregon Health Plan
- Member Rights
- Member Grievances
- Prevention Services

MEMBER SERVICES

24 hours a day, weekends and holidays

Phone: 503-988-5887

1-888-620-4555 Toll-Free Number

503-988-5866 TDD 503-988-5870 FAX

Mailing Address:

421 SW Oak, Suite 520
Portland, Oregon 97204

Office Hours: Monday – Friday (closed on all legal holidays) 8:00 am to 5:00 pm

You can also access information about services and mental health resources online at

<http://www.co.multnomah.or.us/dchs/mhas/>

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OHP MEMBER RIGHTS AND RESPONSIBILITIES**Rights**

1. Be treated with dignity, respect and courtesy
2. Get information about your rights and mental health needs and treatment
3. Be free from restraint or seclusion: Restraint or seclusion cannot be used to punish you. It cannot be used to force you to do something you don't want to do. Your provider cannot restrain or seclude you to get back at you. Your provider can't use restraint or seclusion to make things easier for them
4. Choose a mental health provider without a referral from your therapist or doctor
5. Play a part in planning and decisions about your treatment
6. Talk to your provider and expect it to be kept confidential
7. Ask for and get your medical records
8. Get mental health care without a long delay and be told if your appointment is being cancelled
9. Get information about all mental health services covered by VERITY
10. Say yes to care before it begins or refuse care and talk with your provider about what this might mean for you
11. Make a complaint about VERITY to one of our providers and get a quick response
12. Get a letter before a denial or change in your benefits or care is made

13. Request a Department of Human Resources hearing. You may ask for your care to continue until the hearing is over. If the hearing decision is not in your favor, you may be required to pay for those continued services
14. Get mental health care regardless of age, race, religion, national origin, gender, or sexual orientation
15. Get emergency mental health care 24 hours a day, 7 days a week
16. Change your mental health provider for a good reason
17. Get notices in a form that you can read, and have these forms explained to you
18. Have someone to help you talk to your provider if you need an interpreter, or are hearing or speech impaired. An interpreter can be available during appointments and in working with us.
19. Have a friend, family member or support person go with you to your appointment
20. Get a written copy of these rights and responsibilities, a description of your benefits and directions for making routine and urgent appointments
21. Get services that match your current problems
22. Get preventative services covered by VERITY
23. See a specialist for services covered by VERITY if your regular provider can't meet your needs
24. Have the agency keep records that show your services, progress and referrals in your chart
25. Be told in a quick manner of any appointment cancellations

26. Have in writing your wishes for treatment: This is called a Declaration for Mental Health Treatment or an Advance Directive for physical health treatment.

Responsibilities

1. Choose a mental health provider.
2. Help your provider get your old mental health records or fill out new ones.
3. Honestly share your concerns about your mental health needs.
4. Ask questions about things that you do not understand.
5. Help decide your treatment plan and approve the plan before it starts.
6. Treat your provider and our staff with respect and courtesy.
7. Keep appointments and be on time. Call your provider when you are going to be late or can't keep the appointment.
8. Bring your Medical Care ID form with you whenever you need care.
9. Use only your selected provider for mental health needs. You may get services from someone else in an emergency.
10. If you use emergency mental health services when you are out of the area, let us know in three days.
11. Tell your provider if you change your address or phone number.

ABOUT MANAGED CARE

As a member, you can use any of the providers that are listed on the back pages of this book.

If you are getting services now from a provider agency they will continue to provide care to you based on your treatment plan. If you are not getting services and need them, or want to change your provider, please call us at 503-988-5887.

Referrals to Other Providers

If you need mental health care that these providers cannot give you, or are in need of specialty care, please contact us first to talk about your needs. Our staff will decide whether services can be approved.

You have the right to a second opinion, at no cost, from a provider within the network. Or if one cannot be found, we can help find one.

You have the right to quick coverage of needed services from out-of-network providers if the network is unable to provide it.

Changing Mental Health Providers

You may change your mental health provider at any time. As a Verity member you have a right to choose any contracted Verity provider. Please see the back pages of this book for a list of providers. Before making a change, tell your current provider.

Definitions:

Action - The decrease, stopping, or denial of a requested service or a service already approved by the MHO.

Administrative Hearing - A Department of Human Services (DHS) hearing related to an Action

Appeal - when you ask for a review of an Action as defined in this book

Grievance/Complaint - Your dissatisfaction about any matter other than an Action. Concerns can be with services or quality of care, violation of your rights, disagreement with treatment decisions or other related concerns.

Emergency Services – Services needed to evaluate or stabilize an emergency medical condition that is provided by an individual that is qualified to furnish these services. Services take place right away to keep you from hurting yourself or others.

Excluded Services - mental health services that may not be authorized or paid by your Verity benefit.

Limited Services - services that may not be needed to diagnose your mental health condition. Or those services that may not allow you to keep your independence.

Post Stabilization Services - Medically necessary services, related to an emergency medical condition, provided after the person's condition is stabilized in order to maintain, improve or resolve the person's condition.

Service Area - The geographic area in which Verity members can receive OHP mental health benefits.

Urgent Care - is serious enough to be treated right away, but does not require emergency room care service. Care is needed usually within 48 hours to help prevent you from getting worse.

Medical Care Identification Card

The Medical Care ID is the size of a business card and will list only your name, client number and the date it was issued. Everyone who is eligible in your household will receive their own Medical Care ID. You will need to take your new Medical Care ID to all health care appointments. Providers will use the information on the Medical Care ID to check your eligibility.

When VERITY Enrollment Might End (Disenrollment)

1. You are no longer living in Multnomah County
2. You are no longer eligible for Medicaid or are disenrolled from VERITY by the Department of Human Services (DHS)

If you are getting mental health services and your Verity membership ends for any of these reasons, talk with your mental health care provider. He or she will help you work out the best way to meet your needs.

GETTING CARE WHEN YOU NEED IT

Making Appointments to see a Mental Health Provider

You do not need a referral from your Primary Care Doctor to get mental health services. You can call any of the providers listed in the back pages of this book for an appointment.

When you call to make an appointment:

- Tell the Provider agency that you are a VERITY member.
- Give them your name and Medical Identification number.

- Please call for non-emergency appointments. If you are in need of a same-day appointment, let the staff know.
- If you need language translation, tell the staff what language you speak. They will have an interpreter there when you go to the appointment.

If you need mental health services you must first get a mental health assessment. A mental health provider will meet with you to go over your concerns and decide if treatment would be helpful. Any treatment that is offered has to be Medically Necessary. This means the care is suppose to prevent your symptoms from getting worse. Medically Necessary also means your care should match what other mental health professionals would do to treat your same symptoms. We will only authorize care that is Medically Necessary. If care would be helpful, you and your provider will make a treatment plan together. The plan will say what services you will need for your mental health diagnosis.

The treatment plan will show what care you need and how long you will need services. You and your provider will review the care plan regularly to see how you are doing.

SERVICES NOT COVERED BY Verity

Verity covers reasonable services for diagnosing conditions, including the office visit to find out what's wrong. However, Verity may not cover follow-up visits if the condition or treatment is not funded on the Prioritized List of Health Services for the Oregon Health Plan. See your OHP Handbook. (See page 13)

Services provided without preauthorization will not be covered. Please see list of services that need

preauthorization. (See “Services That Need Preauthorization”)

Your mental health provider will also help you get services that are needed but may not be covered or paid by Verity, like medical transportation or Therapeutic Foster Care for children.

SERVICES COVERED BY Verity

Mental health services include:

- Evaluations and consultations
- Therapy
- Case management
- Medication management
- Hospitalization
- Emergency services
- Programs to help with daily and community living

Outpatient

General outpatient services are provided to children and adults in a general outpatient clinic. You are able to go to any agency on the list and that agency is able to authorize medically necessary services after assessing your condition and level of need.

SERVICES THAT NEED PREAUTHORIZATION:

All authorizations for Verity services must meet Verity clinical criteria.

Acute Hospitalization

Hospitalization does not include emergency room services. (Please see emergency services)

Intensive Treatment services

- Residential
- Day Treatment

- Treatment Foster Care
- Sub-acute
- Adult Respite Care

To get intensive mental health services, start with a mental health assessment at any of our outpatient providers. If any services above are needed, the provider can help with the referral process or call VERITY Member services.

Specialty Services

If there is a specialty need that is identified by a contracted Verity provider, Verity member services will assist in identifying resources to provide care. Specialty services that are available within Verity’s network will be the first referral. If no providers can provide the service, Non-Panel Providers or Out of Network Providers may be considered. A referral can be made to an out of network provider for specialty care when medically necessary.

Intensive Community Based Services

These services all require preauthorization for authorization of services. Decisions for approving these services are made on medically necessary treatment options for your child’s condition.

Intensive in Home Services are provided to children or youth 24/7 in the home. The services help the child avoid having to go to the hospital or to residential care.

Crisis Respite provides a break for a child from his/her family. It is used to help avoid a hospital stay or having to go to residential care.

Multi Systemic Therapy is in-home care. A plan is made with the child and family. Plans address problems at home, in school and in the community.

Individually Tailored Mental Health Services help children who may have to leave home by serving both the child and family with addiction and mental health services.

CRISIS OR EMERGENCY SERVICES

Services needed to evaluate or stabilize an emergency medical condition that is provided by an individual that is qualified to furnish these services. Services take place right away to keep you from hurting yourself or others.

In an emergency, our agencies and staff will work with you to help you get the services you need. Those may include:

- Crisis assessment
- Crisis counseling
- Urgent Care
- Same-day outpatient appointments
- Emergency referral to mental health services
- Short-term services to help you and your family/support network get through the crisis
- Admission to a hospital, if needed

If you are having an emergency and/or need urgent care and do not have a mental health provider; or if you cannot reach your provider agency, call the Multnomah County Call Center Crisis Line at 503-988-4888. Someone is at this number 24 hours a day, even on weekends and holidays. One of our staff will help you get the services you need. Our staff can help get emergency services including transportation to emergency services. You also have the right to use the walk-in clinic listed on the next page or any hospital emergency room if it is medically necessary.

What is a mental health crisis?

Things to look for if you or someone you know is having a mental health crisis:

- Tries to hurt him/herself
- Says “I want to die” or makes direct suicide threat/attempt
- Threatens to hurt other people
- Hurts other people, animals, or property
- Has major behavioral changes in school, work, with friends or with family
- Has a very bad reaction to a trauma (such as rape or sexual abuse)
- Has unusual behaviors that make you concerned (i.e.; very fearful, confused, extremely angry, hearing voices)
- For a child, is he or she behaving differently than other children his/her own age?

If you are not sure if you are in crisis or you are worried for any other reason, call your mental health provider. Or call the Multnomah County Call Center Crisis Line at 503-988-4888, 24 hours a day, and 7 days a week. You can also call 911 if you are in crisis.

When you call about a crisis:

1. Describe what is happening and why you are worried.
2. The crisis worker will ask you questions to help them better understand what is happening. You may be asked if you have ever hurt yourself or others, or if you are on medicine. They may ask you if you are in mental health care.
3. If you don't know what they mean, ask them to explain. Ask again if they are not clear. If you are

scared or feel unsafe, tell the crisis worker. Be clear about what you want.

Emergency Room

If you use an ambulance or the emergency room for something that OHP does not consider an emergency, you may have to pay the bill. Do not go to the emergency room for care that should take place in your provider's office.

LOCATIONS FOR CRISIS SERVICES:

Walk-In Clinic

Cascadia Urgent Walk-In Clinic TriMet Bus #4
2415 SE 43rd (Use west entrance at SE 42nd/Division)
Hours: 7:00 a.m. to 11:00 p.m. 7 days a week

Local Area Hospitals

Providence Portland Medical Center 503-574-9235
4805 NE Glisan Street
Portland, OR 97213

Providence St. Vincent Medical Center 503-574-9235
9205 SW Barnes Road
Portland, OR 97225

Oregon Health Sciences University 503-494-9000
3181 SW Sam Jackson Park Road
Portland, OR 97239

Legacy Good Samaritan Hospital 503-413-4848
1015 NW 22nd Avenue
Portland, OR 97210

Legacy Emanuel Hospital 503-413-4848
2801 N. Gantenbein Avenue
Portland, OR 97227

Portland Adventist Medical Group 503-257-2500
10000 SE Main Street, Suite 206
Portland, OR 97216

Make a crisis plan with your mental health provider, if you have one. Talk with them about what you want done in a crisis. Make a written plan. Make sure your provider has a copy of your plan.

MEDICARE AND MEDICAID

If you are covered by Medicare and Medicaid, and need a mental health provider, please call 1-800-MEDICARE (633-4227) and ask for a mental health provider list. You may also ask for a booklet called *Medicare and your Mental Health Benefits*. Some of the Participating Provider Agencies listed in this booklet are Medicare providers. We pay for co-insurance and deductibles for authorized services. Medicare will pay first and we will pay second.

HOW TO MAKE AN APPOINTMENT

To make an appointment with any of the providers listed on the back of this booklet; call the number listed by the agency's name. You do not need a referral from a doctor for us to start mental health services.

If you are not sure which agency to call, or would like a referral, you may call us at 503-988-5887. We will help you choose a provider agency. If you need services outside of Multnomah County, contact us to discuss your needs. We will try to help you get an appointment within 14 calendar days for routine services.

What Happens Next?

The next step will be to meet with a counselor. An assessment or screening will be done to find out your unique needs. You and your provider will decide together what care plan or options would be best for you.

Missed Appointments

If you cannot make it to your appointment, let your provider know one day or more before hand. If you miss an appointment and forget to call, call as soon as you remember. Another appointment can be made for you. Be sure to check with your provider. They may have a policy about missed appointments.

Medication

If you need mental health medications, your provider will help you see a doctor or nurse practitioner. Medicaid will pay for most mental health medications prescribed by your doctor or nurse practitioner. If you're medical plan asks you to use certain pharmacies, you must use those pharmacies. Call your medical health plan if you have questions. You can also call the Division Medical Assistance Programs (DMAP). Their number is 1-800-273-0557.

Before going out of town, be sure to talk to the person prescribing your medication to make sure your prescription is filled before you leave. They can also help with what to do if your medication or prescription is lost.

CONFIDENTIALITY

All information about your mental health needs and services is confidential. Your medical record, and

anything you tell your provider or us will stay confidential.

Your provider will ask you to sign an authorization form. This form will let your provider and our staff share information about you with other providers who are involved with your care. This form will say what information may be shared, who needs the information, and why they need it.

Information will not be shared with anyone without you allowing it except when the law requires it to be shared. Times when our staff and staff of provider agencies are legally required to share information are:

1. Talking to Child Protective Services or the police when there is reason to suspect child abuse or neglect
2. Telling the police and the person that may be threatened by harm or death
3. Telling an agency when an elderly person or a person with a mental illness or developmental disability may be abused or neglected
4. Telling an agency when someone may try to hurt themselves
5. Talking to a doctor or the hospital in a medical emergency
6. Responding to a court order requiring the release of a client's record

State or federal agencies can review our members' records. This is to make sure we are meeting all the requirements for using Medicaid funds. These agencies will not share information with anyone else without your permission.

DECLARATION FOR MENTAL HEALTH CARE

Oregon has a form called a Declaration for Mental Health Care. This form is a legal document. It allows you to make decisions now about future mental health care in case you are unable to make your own care decisions. If you do not have this form in place, and you are not able to make your own decisions, then only a court or two doctors can decide that you cannot make your own care decisions.

You may also use this form to name an adult to make mental health decisions for you when you cannot make these decisions for yourself. This person must agree in writing to represent you. The person you name must follow your wishes. If your wishes are unknown, the person you name must make decisions that are in your best interest.

A Declaration of Mental Health Care is effective for three years. If you become unable to make decisions, this document will remain in effect until you are capable of making decisions. You may change or cancel your declaration at any time as long as you are capable of making decisions for yourself. It is important to give this form to your doctor and to give a copy to the person you name to represent you.

You may request this form three ways:

- Call the State of Oregon at 1-503-945-9700.
- Request a copy from your current provider or any other Verity provider.
- Online; Multnomah County Mental Health and Addictions Consumer Page at <http://www.co.multnomah.or.us/dchs/mhas/consumer.shtml> There is a link to the form and additional information about Mental Health Directives.

GUIDE TO OREGON ADVANCE DIRECTIVE

Oregon has a law that allows you to say in writing, ahead of time, how you would want to be treated if you were seriously ill or injured. The legal documents used to do this are called Advance Directives. The Advance Directive lets you name a person to direct your health care when you cannot do so. This person is called your health care representative. Your health care representative does not need to be a lawyer or health care professional. It should be someone with whom you have discussed your wishes in detail. Your health care representative must agree in writing to represent you.

The Advance Directive allows you to give instructions for health care providers to follow if you become unable to direct your care. The Advance Directive lets you tell your doctor to stop life-sustaining help if you are near death. This tells your doctor that you do not want your life prolonged if you have an injury or illness or disease that two doctors agree you will not recover from. Limitations may exist to the implementation of an Advanced Directive as a matter of conscience by potential providers. You will get care for pain and to make you comfortable no matter what choices you make.

Oregon Health Decisions has written a guide about the advance directive entitled “Making Health Care Decisions When You Can’t Speak For Yourself.” They have also written a booklet about the advance directive form with help on how to complete it. For information on these publications, contact: Oregon Health Decisions at 812 SW 10th Avenue, Suite 203, Portland, OR 97205, phone 503-241-0744, fax 503-241-0323, and e-mail ohd@e-z.net.

The Advance Directive is only valid if you voluntarily sign it when you are of sound mind. Unless you limit the duration of the Advance Directive, it will not expire. You also may revoke your Advance Directive at any time. You have the right to decide your own health care as long as you are able to, even if you have completed the Advance Directive. If you choose not to fill out and sign the Advance Directive form, it will not affect your health plan coverage or your access to care.

How do I obtain and sign my Advance Directive?

Health care facilities and some stationery stores have the official form. Oregon Health Decision can also assist you in getting an official form. Lawyers and doctors may have one or help you get one. In Oregon, the only reliable way to be sure your wishes are followed is to use the official form.

COMPLAINT PROCESS FOR MENTAL HEALTH OR ADVANCED DIRECTIVES

You or your representative can submit a complaint to the State if you have concerns about non-compliance with Advanced Directives and/or Mental Health Directives. Send your complaint to:

Department of Human Services
Addiction and Mental Health Division
MHO Coordinator

500 Summer Street, NE, E-86
Salem, Oregon 97301

Verity COMPLAINTS AND APPEALS

You, or your representative with your approval, as a mental health consumer, have a right to make a complaint. A mental health consumer complaint

means a member has said they are not happy with a Verity service, mental health provider, or administrative staff. A complaint may include general or administrative concerns. If you have a complaint about your mental health provider, services, or Verity, you may do the following:

Talk to your mental health provider about your complaint. If you don't feel good about talking to your provider, then you may call the Complaint Coordinator at Verity. The coordinator will talk with you about your complaint. You have the right to ask for help in filing a grievance, appeal, or administrative hearing.

You can call us at 503-988-5887, or toll free at 1-888-620-4555. Ask to speak with the Complaint Coordinator; or send a Member Complaint Form to:

VERITY Complaint Coordinator
421 SW Oak, Suite 520
Portland, OR 97204

You can get the complaint form in the lobby of any of the agencies listed in the back of the book or go online to the MHASD Consumer Page at <http://www.co.multnomah.or.us/dchs/mhas/consumer.shtml>

All records about Verity complaints and Department of Human Services hearings are confidential. We hope you will tell us if you are not happy with our services. You can stop the process at any time if the problem is solved by calling a Verity Complaint Coordinator.

How To Use The Complaint Process

If you are not happy with your care, the Complaint Coordinator will look into your problem. The

Coordinator will follow up on your problem only if you say it's ok.

The Coordinator will be your contact in the process and will call you for any more information needed to review your problem. A decision will be made about the complaint and a written answer will be sent to you within 5 calendar days from the date of your complaint. If the coordinator needs additional time to investigate they have an additional 14 days and will notify you of the findings within 30 days.

How To Use The Appeal Process

You, your representative or your provider acting on your behalf can file an appeal when a Notice of Action (NOA) is received that decreases, stops, or denies approval of a requested service or a service you are presently getting. If you get a letter that your services ended or were reduced, you, your representative, or your provider acting on your behalf can file an appeal within 45 days from the date of the Notice of Action letter. We will include a Verity appeal form, and an Oregon State Administrative Hearing (DMAP 3030) request.

You, your representative, or your provider acting on your behalf may ask that your benefits remain the same if you file an appeal or request a State administrative hearing within the 45-day timeframe. If the appeal or State hearing agrees with the provider or Verity, your services will change or be stopped. If you asked for your benefits to remain the same during your appeal and the State agrees with your provider or Verity, you may have to pay for those services given to you during the appeal.

You can show evidence for an Appeal in person as well as in writing. You may also examine your file, including medical records.

Verity will make a decision within 16 days. Verity will inform you if more information is needed to make the decision, and have an additional 14 days to send to you that decision.

Your Right to an Expedited Appeal

If the mental status of the person whose care is being appealed meets the definition of an urgent or emergent situation; that is, delay would make the person worse within 24 or 72 hours, you have a right to request an Expedited Appeal. We will tell you within one working day if you qualify for an Expedited Appeal. A decision will be made no longer than three working days with a 14-day extension when additional information is needed or when requested by the enrollee.

How to ask for a Department of Human Services Administrative Hearing

You may also call the State of Oregon in Salem directly at 1-503-945-9449 and request a Department of Human Services (DHS) hearing at any time in the appeal process. Verity will complete the appeal process in either case. You have 45 days from the Notice of Action to request a Hearing. To request a Hearing, complete an Administrative Hearing Request (form AFS 443) included in the Notice, and follow the steps in the Notice of State of Oregon DHS Hearing Rights or call the above number. You can have a lawyer or someone else assist you with the hearing. We cannot pay for the cost of a lawyer; however, you

may be able to get a lawyer for free by contacting Legal Aid.

Right to Request Your Records and Present Evidence

You have the right to ask for and look at your medical records, and get either a response or the record within five working days. You also have a right to give information about any complaint you file; or if it is an appeal, evidence about the appeal before the decision is made. You can call 503-988-5887 to request your records and be get information about options you have.

Provider Appeal Rights

Providers may appeal Verity authorization decision for services requested or provided. Providers can also challenge a payment for services provided. You may be contacted when this occurs.

Reporting to the State Addictions and Mental Health Division (AMH)

Members may report consumer complaints to the AMH. This helps them make sure that your complaint was followed through with and handled correctly.

RIGHT TO GET INFORMATION ABOUT US

You have the right at any time to ask for and get information about us and how we work. You also have the right to ask if any of our contracted provider agencies have incentive plans. An incentive plan is something that is put in place if we want certain providers to provide certain types of care. We will give you written notice 30 days before any of our programs or policies have an important change.

PROVIDERS

All our outpatient provider agencies offer these mental health services:

1. Assessment
2. Outpatient care
3. Child and family services
4. Medication management
5. Community support services
6. Crisis services

Under the name of each provider agency is a number for you to call for an intake and assessment appointment.

Interpreter Services

If you are in need of interpreter services, please have someone tell the agency when you make the appointment. We can arrange to have an interpreter at your appointment.

Provider Agencies for Outpatient Mental Health Services

All of the following providers have the ability to self-authorize Mental Health services that are listed. All other services have to be preauthorized through Verity Member Services. Services have to meet medically necessary criteria for the level of services being requested.

Agency	Address	Intake Number
<u>Albertina Kerr</u>	SERVICES: Child Mental Health Services: Outpatient, Crisis Respite and Residential.	
Clinic Site and Phone	722 NE 162nd; Portland, OR 97230	503-255-4205

Agency	Address	Intake Number
Asian Health and Service Center	SERVICES: Adult Mental Health Services Therapist are available for Cantonese, Mandarin, Korean and Taiwanese speaking clients	
Clinic Site and Phone	3437 SE Powell Blvd; Portland OR, 97202	503-872-8822
Cascadia Behavioral Health:	SERVICES: Adult Mental Health & Addiction Services Therapist are available for the following languages: Spanish, German, Japanese, French speaking clients	
Clinic Site and Phone		
Garlington Center	3034 NE MLK Blvd Portland, OR 97212	503-674-7777
43 rd Clinic	2415 SE 43 rd Portland, OR 97206	503-674-7777
Woodland Park Clinic	10373 NE Hancock St Ste 200 Portland, OR 97220	503-674-7777
Central City Concern	SERVICES: Adult Mental Health & Addiction Services	
Central City Concern 12 th Avenue Recovery Center	412 SW 12 th Ave. Portland, OR 97205	503-228-7134
Old Town Clinic/CEP	727 W Burnside; 97209	503-228-4533
CODA	SERVICES: Adult Mental Health & Addiction Services	
Clinic Site and Phone		
Portland Recovery Center	1027 E. Burnside Portland, OR 97214	503-593-3172
Gresham Recovery Center	1427 SE 182 nd Ave. Gresham, OR 97233	503-593-3172

For Crisis and Information & Referral numbers refer to page 1.

Agency	Address	Intake Number
DePaul	SERVICES: Adult Mental Health & Addiction Services	
Clinic Site and Phone	1320 SW Washington Portland, OR 97208	503-535-1166
VOA/Inact	SERVICES: Adult Mental Health & Addiction Services Therapist available for Spanish	
Clinic Site and Phone	727 NE 24 th Portland, OR 97232	503-228-9229
Lifeworks:	SERVICES: Child, and Adult Mental Health & Addiction Services:	
Clinic Site and Phone		
Downtown Clinic	506 SW 6 th Ave., Suite 905 Portland, OR 97204	503-645-9010
Gresham Clinic	400 NE 7 th Gresham, OR 97030	503-645-9010
Rockwood Clinic	17214 SE Division Gresham, OR 97236	503-645-9010
SE Clinic	4531 SE Belmont, 3 rd Flr Portland, OR 97215	503-645-9010
Albina Clinic	4925 N Albina Portland, OR 97217	503-645-9010
King Clinic	3716 NE MLK Blvd Portland, OR 97212	503-645-9010
Lukedorf	SERVICES: Adult Mental Health Services.	
Client Services East	9255 NE Halsey, 97220	503-624-0866
Lutheran Community Svc.	SERVICES: Adult Mental Health & Addiction Services. Therapists are available for Russian and Spanish speaking clients	
Clinic Site and Phone	605 SE 39 th ; 97214	503-231-7480

For Crisis and Information & Referral numbers refer to page 1.

Agency	Address	Intake Number
Morrison Family Services:	SERVICES: Child, and Adult Mental Health & Addiction Services. (Adult Services available only if child or teen is in service) Therapists are available for Spanish speaking clients at the NE site only	
Clinic Site and Phone		
Gresham	2951 NW Division; Gresham; 97030	503-542-3025
SE Clinic	1818 SE Division Blvd Portland, Or 97214	503-542-3025
St. Johns	4790 N Lombard; Portland, Or 97203	503-542-3025
NE Clinic	4945 NE 7 th Portland, Or 97211	503-542-3025
Hand in Hand	11456 SE Knott Portland, Or 97220	503-256-3040
NARA	SERVICES: Adult Mental Health & Addiction Services.	
Clinic Site and Phone		
Outpatient Clinic	1631 SW Columbia Portland, Or 97201	503-231-2641
Health Clinic	15 N. Morris Portland, Oregon 97227	503.230.9875
OHSU:	SERVICES: Child, and Adult (IPP only) Mental Health & Addiction Services. Therapists are available for Vietnamese, Mien, Lao, Khmer, Spanish, Bosnian, Russian, Kurdish, Farsi, Somali, Swahili, Oromifa, and Amharic speaking clients	
Clinic Site and Phone		
Child Psychiatry	3181 SW Sam Jackson Park Rd. Portland, Or 97239	503-494-6176
OHSU Intercultural Psychiatric Program (IPP)	3633 SE 35th Place Portland, Or 97202	503-494-4222

For Crisis and Information & Referral numbers refer to page 1.

Agency	Address	Intake Number
Outside In	SERVICES: Adult Mental Health & Addiction Services	
Clinic Site and Phone	1132 SW 13th Ave. Portland, Or 97205	503-535-3890
Project Quest	SERVICES: Adult Mental Health & Addiction Services	
Clinic Site and Phone	2901 E Burnside St Portland, Or 97214	503-238-5203
Trillium Family Services	SERVICES: Child Mental Health Services Therapists are available for Spanish speaking clients	
Clinic Site and Phone	3415 SE Powell Blvd Portland, Or 97202	888-333-6177
Western Psychological:	SERVICES: Adult Mental Health Services Therapists are available for Spanish speaking clients at Portland clinic	
Clinic Site and Phone		
Portland Clinic	12636 SE Stark St.; Portland, Or 97233	503-253-4600
Gresham Clinic	1217 NE Burnside, Bldg. B, Ste. 401; Gresham, Or 97030	503-666-8832
Beaverton Clinic	9670 SW Beaverton- Hillsdale Hwy; Beaverton; 97005	503-626-9494
Gladstone Clinic	880 82nd Dr., Gladstone; 97027	503-659-5515
Tigard Clinic	7455 SW Beveland St., Tigard; 97223	503-624-2600

For Crisis and Information & Referral numbers refer to page 1.

SPECIAL HEALTH PROJECTS

Studies show that people with serious mental illness die 25 years before the general population. These Individuals experience higher rates of disease and premature death and a reduced quality of life. Verity is concerned that enrollees have a high quality of life, even when faced with challenges that can reduce that quality. Physical problems certainly add to the factors that contribute to the quality of life and the following resources can help you in improving your overall health status

Smoking

FACTS:

- Individuals with mental illness smoke one-half of all tobacco products made, but are only half as likely to quit as other smokers.
- More than 44 percent of adults with serious mental illness are smokers. Only around 20 percent of other individuals smoke.
- Half of related deaths (200,000) are among people with mental illnesses. Most will die from smoking-caused diseases.

If you would like help in quitting or would just like to talk with someone about quitting call these numbers for free from anywhere in Oregon:

1-800-QUIT-NOW (1-800-784-8669)

Español: 1-877-2NO-FUME (1-877-266-3863)

TTY: 1-877-777-6534

The Quit Line is open seven days a week, 5:00 AM to 12:00 AM (Pacific Time)

Integrated Care

Mental health conditions rarely exist by themselves. The psychiatric conditions often co-occur with medical illnesses such as heart disease, cancer, diabetes and nerve disorders. To address the 25-year reduced life expectancy Verity has entered into several integrated projects with Care Oregon, Kaiser, and Multnomah County Health Clinics.

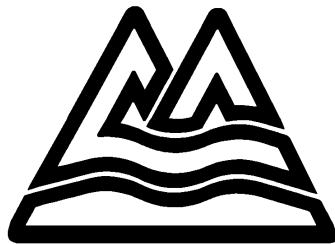
Ask your provider if you can participate in one of the projects or the Verity Call Center at 503-988-5887.

NOTICE OF PRIVACY PRACTICES

Multnomah County

Department of County Human Services

**Mental Health and Addiction Services
Division**



NOTICE OF PRIVACY PRACTICES:

This notice tells how medical information about you may be used and shared and how you can get this information. Please review it carefully.

This notice explains the privacy practices of Multnomah County Department of County Human Services and that of the Mental Health and Addiction Services Division (MHASD).

This notice is available in other languages. If you require this notice in another language or form, please tell one of our staff or call the number at the end of this notice.

Our Privacy Obligations

Multnomah County MHASD is required by law to maintain the privacy of your health information. This notice will tell you about how we may use or disclose your health information. We are required by law to give you this notice. We are required to follow the terms of the notice currently in effect.

How We May Use And Share Your Health Information Without Your Authorization

Treatment: : Except as explained in “Disclosures Requiring Your Written Authorization” we may use and share your health information to provide treatment to you, for example, to evaluate your health, diagnose and treat your condition. We may also share health information with Mental Health Providers outside of our Division or the Department of County Human Services who are involved in your treatment or for treatment coordination.

Payment: We may use and share your health information to obtain payment for services we provide to you from the Oregon Medicaid program or other governmental program that arranges or pays the cost of some or all of your health care. If you have a private insurer, we will need to obtain your Authorization to share health information with them for payment reasons.

Health Care Operations: We may use and share your health information for our health care operations, which include internal administration, planning, and quality improvement activities. For example, we may use your health information to review the quality of our services and the knowledge and skill of our staff. We may also share your health information to our Quality Management Coordinator (or his or her staff or supervisor) in order to resolve any complaints you might have.

Appointment Reminders: Unless you have told us not to, we, or our treatment providers, we may use health information without your Authorization, and specifically contact information, that we have on file, in order to contact you before your appointment.

Treatment Alternatives: We may contact you to provide you with information about treatment alternatives or other health – related benefits and services that may interest you. We may also share your health information with providers involved with your treatment.

Public Health Activities: We may use or share health information about you for public health activities required or allowed by law.

Victims of Abuse, Neglect, or Domestic Violence:

If we suspect abuse, neglect or domestic violence, we may share health information about you as required or allowed by law.

Health Oversight Activities: We may give health information to a health oversight agency that watches over the health care system for your health benefit group. These agencies might include, among others, the State Office of Mental Health and Addiction Services or the Federal Centers for Medicaid and Medicare Services.

Judicial and Administrative Proceedings: We may share health information about you in response to a court order.

Law Enforcement: We may share health information about you when required or permitted by federal or state law.

Required by Law: We may use or share health information about you when required by federal or state law.

Coroners: We may share your health information to a coroner, medical examiner, or funeral director as authorized by law.

Organ and Tissue Donation: We may share your health information to organizations for organ, eye, or tissue procurement, banking, or transplantation.

Research: We may share your health information for research purposes. We will obtain your authorization or we will obtain a waiver of authorization from an Institutional Review Board or Privacy Board.

Health or Safety: We may share your health information to law enforcement in order to avoid a serious threat to the health and safety of a person or the public.

Worker's Compensation: We may share your health information as authorized by law to worker's compensation or similar programs.

Specialized Government Functions: We may share your health information with government agencies with special functions as required or allowed by law, such as Social Security and military or veterans' agencies.

Inmates: If you are an inmate of a jail or prison or under the custody of a law enforcement official, we may give health information about you to that person or jail as required or allowed by law.

When sharing your information Requires Your Written Approval

Your Family or Friends: Your family or friends involved with your health care may ask you to share your health care information. However, unless they are your representative or a legal guardian, or you sign an Authorization permitting us to do so, we will not give out that information.

Information Required for Private Insurance

Payment: We will not share health information to your private insurer unless you sign an authorization permitting us to do so. However, if we are unable to receive payment due to a lack of information, you may be financially responsible for that payment.

Marketing: We may communicate with you about products or services relating to your treatment, case management, or care coordination. However, we must get your Authorization before using your health information to send you any marketing materials.

Other Laws Protecting Health Information: Other laws may require your written authorization to share certain mental health, alcohol and drug abuse treatment, HIV/AIDS testing or treatment, and genetic testing information.

Your Protected Health Information Privacy Rights

Right to Inspect and Copy: In most cases, you have the right to look at or get copies of your records. You may be charged a fee for the copying of your records.

Right to Request Changes: You have the right to request that we change certain health information kept in your medical or billing record. Your request must be in writing. We may deny your request in certain circumstances.

Right to a List of Items Being Shared: You have the right to ask for a list of certain health information that was shared after April 14, 2003. You must make the request in writing. This list will not include health information shared for treatment, payment, or health care operations. The list will not include information given directly to you or your family. The list will not include information that was sent with your approval. If you request a list more than once during a year, we may charge you a fee.

Right to Request Limits to Sharing Information:

You have the right to request a limit on how your information is used or shared. We are not required to allow your request. Your request must be in writing.

Right to Request Confidential Communications:

You have the right to request to receive information from us in a certain way or in a certain place. We will agree to any reasonable request.

Right to Reverse an Approval to Share

Information: If you have allowed us to share your health information with a signed approval, you generally have the right to change your mind about the approval. By making a request, it will stop future uses and us sharing your health information except when we've already shared your health information in the past. In some cases, staff in the criminal justice system may not be able to cancel an approval until the end of their supervision of or responsibility for you or something similar.

Right to Receive a Paper Copy of this Notice: You have the right to receive a paper copy of this notice at any time.

Complaints: You have the right to file a complaint with Multnomah County's Privacy Official or the Quality Management Coordinator or any staff member of MHASD if you do not agree with how we have used or shared information about you. If you are a Medicaid or Oregon Health Plan Member, you may also file an Administrative Hearing with the Department of Medical Assistance Programs. You may also file written complaints with the Secretary of the Department of Health and Human Services in

Washington, D.C. We will not treat you badly or disrespect you if you file a complaint with the Secretary or us.

EFFECTIVE DATE OF THIS NOTICE

This notice is effective on December 1, 2009. We have the right to change this notice. Any changes will apply to information that we already have about you. We will post a current copy of this notice.

FOR MORE INFORMATION

If you have any questions about this notice or need more information, please contact:

Multnomah County
Mental Health and Addiction Services
Quality Management Coordinator
or Privacy Official
421 SW Oak Street, Suite 520
Portland, OR 97204

Phone: 503-988-4876

PLEASE DO NOT CALL THIS NUMBER FOR QUESTIONS CONCERNING VERITY MEMEBERSHIP. THE VERITY MEMBER SERVICES NUMBER CAN BE FOUND ON PAGE 1 OF THIS BOOKLET.

How Parents Can **LOOK LISTEN HELP**



**Youth Suicide Is
Preventable.**

SUICIDE PREVENTION HANDBOOK

Where There's Help

There's Hope

Depression causes problems for your child, family, school and community. One danger of youth depression that goes untreated is youth suicide – the second leading cause of death of Oregon youth. The information following will help you recognize when a child is depressed, perhaps your own child. With appropriate treatment, you should see your child's life improve dramatically.

As a parent, you play an important role in the early recognition, referral, and treatment of your child who may be depressed. Knowing what to look for and what to do can mean the difference between life and death for your own child or another who is close to you.

Take a Closer Look

Parents may be the first to notice when their child begins to show signs of depression. But too often these changes aren't recognized as warning signs until it's too late.

Parents can sometimes mistake a child's change in mood as a case of "the blues," when the child actually has a medical illness called depression. "The blues" only affects a child's mood briefly and will improve after talking with a good listener. Depression will only improve with psychiatric treatment.

The most severe form of depression is a major depressive episode. This is marked by a change in a child's mood lasting at least two weeks, during which

she/he becomes depressed, irritable or uninterested in most activities – most of the day, nearly every day.

A child will experience five or more of the following symptoms nearly every day:

Depressed or irritable mood:

- Child says, “I hate my life”
- Rebellious behavior
- Easily irritated
- Rarely looks happy
- Listens to depressive or violent music or writes with these themes
- Starts hanging around other depressed or irritable kids
- Wears somber or dark-colored clothing
- Frequent crying spells

Loss of interest in activities:

- Frequently says, “I’m bored”
- Withdraws – spends majority of time alone
- Decline in hygiene
- Changes to a “more troubled” peer group

Significant changes in appetite or weight:

- Becomes a picky eater
- Snacks frequently and eats when stressed
- Quite thin or overweight compared to peers

Psychomotor agitation or slowing:

- Agitated, always moving around
- Moping around

Feelings of worthlessness or excess guilt:

- Describes self as “bad” or “stupid”
- Has no hope for the future
- Always trying to please others; perfectionist tendencies

- Blames self for causing a divorce or death

Indecisiveness or decreased concentration:

- Often responds “I don’t know”
- Takes much longer to get work done
- Drop in grades or skips school
- Headaches, stomachaches
- Poor eye contact

Significant changes in sleeping habits:

- Takes more than one hour to fall asleep
- Wakes up in early morning hours
- Sleeps too much

Fatigue or loss of energy:

- Too tired to work or play
- Leaves school exhausted
- Too tired to cope with conflict

Recurrent thoughts of death or suicide:

- “I’m going to kill myself”
- Gives away personal possessions
- Asks if something might cause a person to die
- Wants to join a person in heaven
- Actual suicide attempts

The Next Step

Talking With Your Child

After you have identified your child as being at risk for depression or suicide, the next step is to talk with your child.

If you have noticed warning signs of a major depressive episode, the one thing you should never do is to ignore these and hope your child will “get over it.”

Instead, take time immediately to talk with your child:

- Connect with your child. Let your child know of your concern in an understanding manner, and ask your child what is causing problems for him/her. Support your child.
- Ask your child about any recent thoughts of wishing to die or of plans to kill him/herself. If these thoughts are present, ask why, in a supportive manner. Tell your child how important they are to your family and of the need to keep safe. Discuss safe ways to dealing with struggles.
- Make sure your child is watched over by a responsible adult at all times.
- Remove access to any dangerous means. Be aware that depressed youth should not have access to firearms; over half of all suicides in Oregon occur with guns. Keep all medications, including over-the-counter medications, completely out of reach of depressed youth.
- Arrange for an immediate evaluation by a mental health professional trained in recognizing/treating depression in youth. Your family's primary care physician or school counselor can help you find an appropriate professional for your child. Do not hesitate to get this evaluation; your child's life may be at stake.

Reasons some parents may wait to have their child referred for an evaluation can include:

- A belief their child is experiencing "normal" adolescence. Clinical depression is not normal and causes ongoing problems until the child receives sufficient treatment.
- A concern that their child might be viewed as "weak in character." It is important to recognize

depression as a medical illness with physical causes, similar to diabetes or asthma.

- Hope that their child will "get over it." Unfortunately, depression persists until treated.
- A belief that their child has "good reason" to be depressed. Depression, for any reason, should be treated; it causes problems and can lead to death if not treated.

The sooner depression is evaluated and treated, the easier it is to treat and less likely complications will develop (e.g., death by suicide or homicide). It is critical to get your child evaluated and treated.

Treatment Options That Should Be Considered Include:

- Taking immediate, sufficient steps to ensure safety, including eliminating access to firearms
- Individual/family/group therapy
- Good role models
- School and community support
- Developing interests in your child
- Good nutrition and exercise
- A complete physical exam by your child's primary care physician
- Antidepressant medication
- Eliminating any abuse or domestic violence
- Helping you, as a parent, receive necessary support
- Eliminating alcohol and drug use

Helping Your Child

Oregon has one of the highest youth suicide rates in the country, some 30% above the national average. Sadly, suicide is Oregon's number two cause of death among young people. On average, 75 youth aged 10 to 24 have killed themselves in this state every year

during the past decade. This is not merely a problem of adolescence – children as young as seven years old have killed themselves.

It is more important than ever that parents help prevent youth suicide. Adolescents who die by suicide are most likely to be clinically depressed when they take their lives. By knowing how to spot the early warning signs and understanding what to do if you identify that your child is at risk, you could literally save the life of your child.

Seeing The Signs

Depression is a fairly common biochemical imbalance in the brain affecting how children think, how their bodies function and how they behave. That means that sometimes behavior problems aren't just problems – they are surface signs of a deeper cause. More than one in five young people will experience clinical depression by adulthood.

As a parent, you may see one or more of the following surface signs in your child, which may indicate depression:

- Low self-esteem
- Anger management problems or preoccupation with violence
- Irritability, fighting with or withdrawing from family, students, and teachers
- Refusal to go to school
- Behaving to get negative attention
- Poorly school performance or dropping out of school
- Trouble with the law
- Early pregnancy
- Increased physical health problems

- Smoking
- Alcohol or drug abuse
- Threat of suicide or homicide

This information is based on “Recognizing Depression in Youth – A Key to Solving One of Oregon’s Most Serious Problems: Youth Suicide” by Kirk D. Wolfe, M.D. Dr. Wolfe is a child and adolescent psychiatrist practicing in Portland, Oregon. He has been an active part of the Northwest’s youth suicide prevention efforts.

For more information, the Oregon Youth Suicide Prevention website is:

www.dhs.state.or.us/publichealth/ipe/suicide.cfm

If you – or someone you know – are having thoughts of suicide, call the Crisis Call Center:

503-988-4888, or 1-800-716-9769

If you want to talk with someone outside your mental health plan, call:

1-800-SUICIDE (784-2433)

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