

# Welcome

to the  
Broome County Mental Health Department

As a new client, we would like to introduce ourselves to you and present you with some of our basic policies and procedures.

Our building is a smoke-free environment. This includes no smoking in the waiting areas, lobby, rest rooms, and all offices. Please feel free to smoke outside the building as long as doorways, passages, and walks remain unobstructed.

We ask that all clients and visitors check in at a reception area upon arrival. This will allow us to ensure that the person you are here to see will know of your arrival and that you will be seen as soon as possible.

Billing begins with the first visit. Persons with Medicaid Benefit cards should present that card to the Receptionist at each visit. We ask that self-payments be made at each visit (unless other arrangements have been made with our Billing Department).

Please make sure that children are attended at all times in waiting areas or other parts of the facility. On the same note, children should not be dropped off alone for visits without specific arrangements being made with the therapist they are seeing.

We recommend that you keep your valuables with you at all times while you are in our facility. We cannot guarantee the security of such items and would hate to see something get lost.

There is a pay phone for public use in the Adult Unit waiting area on the second floor. Please use this phone to call for rides, return cabs, etc. The phones at the reception area are extremely busy, and the volume of incoming calls prohibits us from extending the courtesy of their use.

Due to the nature of our services, we ask that all persons waiting remain in the waiting area. Please also be courteous with the level of conversations, etc., as offices are located near the waiting areas. Please be aware that anyone acting inappropriately or in a disruptive manner will be asked to leave the facility. Weapons are not allowed in the facility.

If you need to cancel an appointment with this clinic, please call as soon as possible *before* the appointment to notify us. Most doctor appointments can be rescheduled at the main reception area; however, appointments with other staff must be scheduled directly with them.

Please notify us as soon as possible of any change in your: name, address, phone number, insurance coverage, and/or billing status. This information being kept current will allow us to serve you better.

In case of an emergency or drill for such emergencies, please proceed to the nearest exit in a calm and orderly fashion. Do not use the elevator in such an instance unless otherwise instructed to do so. Also, please be sure to have all of your possessions with you when you exit the building. If you are unsure of what to do or where the nearest exit is, please ask either the Receptionist or other clinic staff that are handy. Please do not reenter the building until instructed to do so. An administrative staff person will clearly communicate when it is appropriate and safe to return to the building.

There are rest rooms available for your use on each floor. Please ask a Receptionist or other clinic employee for directions if necessary. We are also willing to assist you with any special arrangements you may need. Please speak to the Receptionist if you have such a request.

You, as our client, are entitled to a certain level of treatment while in our facility. When you are seen for the first time, you should receive a copy of our *Client Bill of Rights*. Please simply ask if you have any questions about your rights as a client.

In addition, if a problem arises while you are in our facility, please ask to speak with a supervisor. Either the Receptionist or the supervisor can give you more details regarding our complaint resolution process or how you can make comments, suggestions, or compliment someone who did their job well.

There are many services available at Broome County Community Mental Health Services, and the following is a list of phone numbers to assist you in contacting those you need to or wish to.

Administration 778-2351  
Clinic 778-1152  
Chemical Dependency Services Unit 778-1251  
Clinic Plus Program 778-1109  
Families First Program 778-3080  
Court Liaison Unit 778-2126  
MICA ICM Program 778-1155  
Vocational Initiatives Program 778-3073

We look forward to building our relationship with you and strive to provide you with the best possible services.