

# MATClinics

Medication Assisted Treatment

## Behavioral Health Patient Handbook

Dear Patient:

Welcome to the MATClinics behavioral health program!

We are so glad you've chosen MATClinics to support you on your journey. We know that taking this first step isn't always easy, and our entire team is dedicated to helping you make the most of your time here. Our shared goal is simple: to help you build a foundation for long-term recovery and a healthier life.

Think of this handbook as your personal roadmap for success. It's designed to answer your questions and help you navigate our programs with confidence. Please take a moment to read it through now, and keep it handy whenever you need a quick reference. If there's ever anything you can't find or don't understand, please just ask—we are always here to listen.

Sincerely,  
MATClinics

# MATClinics

## Medication Assisted Treatment

<b>Program Philosophy</b>	<b>4</b>
<b>Mission, Vision, and Values</b>	<b>4</b>
Mission Statement	4
Vision Statement	5
Values	5
<b>Behavioral Health Services</b>	<b>5</b>
Intensive Outpatient Group Counseling (IOP)	5
IOP Schedule	6
Outpatient Group Counseling (OP)	6
Peer Support	7
Individual Therapy	7
Psychiatric Services	7
<b>Patient Rights and Responsibilities</b>	<b>8</b>
Grievances and Complaints	9
Summary of Ethical Practices	10
Engagement and Feedback	10
Advance Directives	10
<b>Behavioral Health Treatment Information</b>	<b>11</b>
Counseling Modalities	11
Group Counseling (Outpatient and Intensive Outpatient)	11
Individual Counseling	11
Family/Marital Counseling	11
Psychiatric Rehabilitation Programming	12
SUD Biopsychosocial Assessments and Treatment Plans	12
Toxicology Testing	12
Coordination of Care	13
Person Responsible for Your Service Coordination	13
Access to Services after Hours	14
Confidentiality of Alcohol and Drug Abuse Patients	14
Mandated Reporting	14
Suspected Child Abuse and Neglect	14
Suspected Vulnerable Adult Abuse and Neglect	15
Duty to Warn	15
Clinical Transition & Discharge Planning	15
Transfer to another program/modality	16

# MATClinics

## Medication Assisted Treatment

Involuntary (Administrative) Discharge	16
Readmission to the Program	17
Financial Management and Obligations	17
<b>Health and Safety</b>	<b>18</b>
No Use of Seclusion or Restraints	18
Drugs on the Premises	18
Loitering	18
Weapons on the Premises	18
Conflict with Other Patients	19
Fighting or Verbal Threats of Violence	19
Conflict with a Staff Person	19
Crimes on Program Premises	19
Smoking Policy	19
Fire Exits and Emergency Evacuation Procedures	19
<b>Patient Expectations and Policies</b>	<b>21</b>
Missed Appointments	21
Group Rules	21
Vacations	22
<b>Weather and Holidays</b>	<b>22</b>
Holiday Hours	22
Snow, Inclement Weather, and Other Emergencies that May Interrupt Services	22

# MATClinics

## Medication Assisted Treatment

### Program Philosophy

MATClinics' behavioral health outpatient programs assist patients with developing and maintaining coping skills that facilitate adjustment and integration within their living environments and community. Patients and family members are empowered to make decisions about their care with the expected outcome of an increased quality of life.

MATClinics only treats adults over the age of 18 who have a diagnosis of substance use disorder. All services collaborate to provide the best care possible for our patients, improve outcomes, and achieve recovery. Patients may exit the program due to successful completion of treatment plan goals, transitioning to a different level of care, or self-discharge from the program. If a patient at any time needs to be transitioned to a different level of care, the program will arrange for an appropriate referral.

At MATClinics, we endorse a harm-reduction, low-threshold medication approach. We recognize that individuals come to treatment with different goals. When patients continue to use illicit opioids or other substances, some buprenorphine treatment programs stop prescribing, but treatment cessation leads to opioid withdrawal and reduced tolerance, increasing the risk of overdose.

We have a nonjudgmental, non-punitive perspective on treatment for substance use disorders. We recognize great potential for growth and change when a client is given the opportunity and foundation to build trust with their provider.

To ensure every patient receives the level of care necessary for successful recovery, we may increase support requirements when clinical needs change:

- Patients who struggle to stabilize on medication-assisted treatment after 3 appointments will be required to engage in IOP for additional support.
- Patients in psychiatry are required to engage in therapy to support the effectiveness of medication.

### Mission, Vision, and Values

#### Mission Statement

We balance medication-assisted treatment and proprietary analytics with behavioral healthcare and patient support services to treat substance use disorders.

# MATClinics

## Medication Assisted Treatment

### Vision Statement

We help each patient discover their path to recovery based on their unique physical, emotional, and everyday needs.

### Values

- **Belonging.** We cultivate a welcoming and inclusive culture with our patients and staff.
- **Respect.** We value each patient and staff member for their unique needs and potential.
- **Resilience.** We seek staff members with the resolve to be a steadfast resource to our patients.
- **Compassion.** We support each patient throughout their recovery — even when they experience a setback.
- **Curiosity.** We pursue better patient outcomes through investments in tailored support services and proprietary analytics.
- **Performance.** We hold ourselves accountable for helping our patients, staff, and partners achieve their goals by maintaining the highest standards of integrity in our operations.

### Behavioral Health Services

#### Intensive Outpatient Group Counseling (IOP)

IOP is a counseling program in a group setting that addresses substance use disorders. Individuals participate at least 3 times a week for a total of 9 hours each week. IOP is designed to establish support systems, help with relapse management, and provide coping strategies. IOP is offered in person at our Dundalk office or via telehealth through “Google Meet”.


At this level of care, you must:

1. Attend at least 3 groups per week (3 hours in length) for a total of 9 hours.
2. Meet with your counselor at least once a month for treatment planning.
3. Comply with urine drug screens. We schedule patients at least twice a month.

# MATClinics

## Medication Assisted Treatment

### IOP Schedule

 We offer daytime and evening groups 6 days a week with flexible telehealth options.	
Monday	10 AM - 1 PM
Tuesday	10 AM - 1 PM, 4 PM - 7 PM
Wednesday	10 AM - 1 PM
Thursday	10 AM - 1 PM
Friday	4 PM - 7 PM
Saturday	10 AM - 1 PM
Sunday	CLOSED FOR GROUP

### Outpatient Group Counseling (OP)

Outpatient (OP) group counseling provides a collaborative environment where patients work alongside peers to build essential recovery and coping skills. While frequently serving as a step-down from IOP, some individuals may qualify for Level 1 outpatient care at the beginning of their treatment. We conduct OP intakes and individual sessions both in-person at our Dundalk location and virtually through "Google Meet."

### Outpatient Alcohol Use Group

MATClinics offers a weekly virtual group therapy program for patients seeking treatment for their alcohol use disorder to examine their relationship with alcohol. The goals of this group include:

- Learn emotional regulation techniques without alcohol

# MATClinics

---

## Medication Assisted Treatment

- Set and maintain healthy boundaries
- Establish a self-care routine
- Navigate difficult situations, including sober socializing and dating
- Create a relapse prevention plan to support the sober life you love

This group meets virtually on Thursdays from 5:00-6:30 pm.

## Peer Support

Peer support services are offered to support the attainment of treatment plan goals through shared lived experience, personal empowerment, and direct linkage to community resources. The Certified Peer Support Specialist (CPRS) will provide non-clinical mentorship to enhance the patient's recovery capital and engagement in the care continuum. Individuals are required to be in IOP or OP to receive peer support in addition to the counseling treatment. Peer support is currently offered at our Hagerstown office and virtually. Common peer services include:

- **One-on-One Support:** Regular check-ins to monitor well-being, offer encouragement, and build trusting relationships.
- **Goal Setting & Planning:** Helping clients create personalized recovery plans, setting realistic goals (e.g., employment, education), and tracking progress.
- **Case Navigation:** Coaching and accompanying clients to medical or social service appointments.
- **Support Groups:** Leading peer-led support groups, such as 12-step or mutual-help meetings.
- **Skill Building:** Modeling effective coping strategies, self-care skills, and social skills for living in recovery.
- **Advocacy & Support:** Empowering clients to take charge of their recovery and helping them connect with community resources

## Individual Therapy

Therapy (sometimes called psychotherapy or talk therapy) is a process through which clients work one-on-one with a trained mental health clinician. Individual counseling is offered in-person at our Towson, Hagerstown, and Dundalk offices, or via telehealth through "Google Meet". Common conditions treated include mood disorders like depression, anxiety, trauma, change of life and daily stressors, and obsessive compulsive disorder.

## Psychiatric Services

Our psychiatry program focuses on diagnosing and treating mental health disorders with medication management. Medication is most effective when combined with individual or group

# MATClinics

---

## Medication Assisted Treatment

counseling. MATClinics offers psychiatric services in person at our Dundalk office or by telehealth via “Google Meet.”

## Patient Rights and Responsibilities

### **Patients have the following rights:**

1. Respectful and Safe Care
  - a. Be given considerate, respectful, and compassionate care.
  - b. To receive treatment in the practice without regard to race, color, religion, sex, age, handicap, or national origin. The patient will be treated with consideration, respect, dignity, privacy, and full recognition of individual cultural, psychosocial, and spiritual values.
  - c. Be given care in a safe environment, free from abuse and neglect (verbal, mental, physical, or sexual).
  - d. Know the names and jobs of people who care for them.
  - e. Complain and have complaints reviewed without affecting care.
2. Effective Communication and Participation in Care
  - a. To obtain complete, current information concerning diagnosis, treatment, and prognosis in terms that are understandable.
  - b. To be involved in decisions regarding treatment.
  - c. To refuse treatment to the extent permitted by law, and to be informed of the medical consequences of actions.
  - d. To examine and receive an explanation of the bill regardless of the source of payment.
  - e. Involve family in decisions about care.
  - f. To expect reasonable continuity of care.
  - g. Right to appropriate assessment and management.
3. Informed Consent
  - a. To receive information necessary to give informed consent before the start of any treatment.
  - b. To be notified of alternatives for care and treatment.
4. Privacy and Confidentiality
  - a. Have privacy and confidential treatment.
  - b. To approve or refuse the release of medical records to any individual outside of the facility, except in the case of transfer to another health facility, or as required by law or third party payment contract.

### **Patients have the responsibility to:**

1. Provide accurate and complete information about your health, address, telephone number, date of birth, insurance carrier, and employer.
2. Making it known whether you clearly comprehend the course of your medical treatment.
3. Follow the treatment plan established by your provider.
4. Keep your appointments and notify the facility if unable to do so.
5. Take responsibility for the consequences of refusing care or not following instructions.

# MATClinics

---

## Medication Assisted Treatment

6. Pay your bills or work with us to find funding to meet your financial obligations.
7. Follow facility policies and procedures.
8. Be considerate of the privacy and rights of other patients and facility employees.
9. Conduct yourself in a courteous manner with MATClinics patients and staff.
10. Report complaints or grievances.
11. Not bring any weapons onto MATClinics properties regardless of any state or federal firearms regulations.
12. Not take any photos or videos in any MATClinics offices.
13. Abide by the Agreement that you signed on your intake form.

**Data Acknowledgement:** I acknowledge and understand that MATClinics collects data about patients' experiences and progress during addiction treatment at MATClinics. These data may include medical test results, survey responses, and health history. MATClinics staff will protect this data closely, so no one will be able to connect your responses and any other information that identifies you. Directly identifying information will be safeguarded and maintained under controlled conditions. I acknowledge and give consent for MATClinics to use my data for internal and external (e.g., collaborations with research organizations/universities) research purposes. I can contact MATClinics at any time to opt out of my data being used for any research purposes in the future.

## Grievances and Complaints

MATClinics believes that patients have the right to state complaints or grievances if they feel their rights have been violated and that these concerns should be addressed in a fair and equitable manner. The following definitions apply:

- A complaint is a verbal expression of dissatisfaction that can be resolved immediately by the staff present.
- A grievance is a formal expression of dissatisfaction that has not been resolved to the patient's satisfaction at the point of service.

**Reporting:** Complaints and grievances on social media or indirect methods will not be addressed unless patients follow the reporting steps below. Patients receive information about their rights, including the right to resolve complaints or concerns, at their first visit. Patients can also file written complaints with the Director of the U.S. Department of Health and Human Services.

**Procedure:** Day-to-day issues will be resolved informally between patients and the supervisor. If the problem is not resolved to the patient's satisfaction, the supervisor will follow the policy and help the patient access the necessary procedures to resolve the concern. Patients have the right to due process with regard to grievances, and MATClinics will offer every reasonable opportunity for informal and/or formal resolution. Patients can submit a grievance via email or a form on the clinic's website. All grievances are investigated and resolved collaboratively. The Compliance Officer handles grievances alleging unprofessional or disruptive conduct by an employee. All grievances are confidential, and only those who need to know will be informed.

# MATClinics

---

## Medication Assisted Treatment

MATClinics will acknowledge all grievances within three working days and provide a written response within 14 working days. If the grievant is not satisfied with the findings, they can contact the CEO or a third party outside the organization. All staff members will receive training on this policy, and grievances will be documented and reviewed annually for performance improvement.

## Summary of Ethical Practices

All staff will adhere to the ethical principles established by our employee handbook.

## Engagement and Feedback

Successful treatment is a collaborative process that centers on you. We encourage you to maintain open communication with your counselor and program staff regarding your specific needs.

You can contribute to your care and the program through the following actions:

1. Collaborate with your counselor to develop your treatment plan and attend regular meetings.
2. Express any concerns or needs directly to staff or your counselor.
3. Complete the patient satisfaction survey on our website.
4. Utilize the grievance process if you feel treated unfairly or disagree with a clinical decision.

## Advance Directives

All behavioral health patients have the right to create an Advanced Directive that outlines their preferences for treatment, including the use of medications, therapies, and interventions. Patients have the right to appoint a Healthcare Agent to make decisions on their behalf if they become unable to do so. Patients have the right to review, modify, or revoke their Advance Directive at any time, as long as they have the capacity to make informed decisions. Patients may access and complete the Advanced Directive form and give it to their behavioral health provider. The behavioral health provider will review it and place it in the patient's electronic medical record.

# MATClinics

## Medication Assisted Treatment

### Behavioral Health Treatment Information

#### Counseling Modalities

##### Group Counseling (Outpatient and Intensive Outpatient)

Group counseling provides a supportive environment where you can connect with others facing similar challenges. Sharing experiences and building a peer support network are vital components of the recovery process. Key aspects of our group sessions include:

1. **Strict Confidentiality:** To protect everyone's privacy, all information shared within the group must remain confidential. Discussing group matters with non-members is a serious violation and may lead to administrative discharge. We rely on all members to help maintain this safe space.
2. **Building Relationships:** A central goal of our treatment is helping you establish and maintain healthy, meaningful relationships through group interaction.
3. **Shared Experience:** Recognizing that others have faced similar struggles can make it easier to be honest about your own needs. You can gain valuable insights and practical ideas for change from your peers.
4. **Mutual Support:** While it may feel uncomfortable at first, many find relief and strength in opening up and receiving support from a community that understands their journey.
5. **Active Participation:** The benefits of group therapy are directly related to your engagement. Your progress depends on your willingness to participate and invest in the process.

##### Individual Counseling

Individual Counseling at MATClinics is a one-on-one process with your assigned counselor. These confidential sessions, typically held at least monthly, are dedicated to helping you work through your treatment goals and any challenges you face in your life. Our skilled clinicians are here to support a variety of needs, including addiction, mental health concerns, family and relationship dynamics, and case management issues. If your primary counselor is unavailable when you need support, please ask for another counselor or the Director of Counseling.

##### Family/Marital Counseling

Involving your family and loved ones can be a vital part of your recovery journey. To support this, MATClinics offers family and marital counseling on an as-needed basis. These sessions serve as a valuable supplement to your regular group therapy, providing additional space to address your specific treatment goals alongside those closest to you.

# MATClinics

## Medication Assisted Treatment

### Psychiatric Rehabilitation Programming

You may need help with services that are not necessarily provided at MATClinics. Some of these services may include housing, medical, mental health, adult day care, insurance, benefit entitlement, and education or job training. If you need one of these services, you can speak with your counselor about referrals and eligibility for Psychiatric Rehabilitation Programming (PRP).

### SUD Biopsychosocial Assessments and Treatment Plans

During your IOP or OP intake, we conduct a comprehensive biopsychosocial assessment to understand how substance use affects all areas of your life. This information directly informs the collaborative creation of your personalized treatment plan, which is reviewed every 90 days for outpatient care and every 30 days for intensive outpatient care. Example areas addressed in your plan include:

1. Stopping the use of drugs of abuse.
2. Terminating illegal activities.
3. Getting and keeping employment or another productive activity.
4. Finding stable housing.
5. Improving your family relationships
6. Stabilizing your mental and physical health.
7. Improving social relationships.
8. Improving your hygiene.
9. Finding drug-free recreational activities.
10. Becoming an active member of your community.

### Toxicology Testing

To comply with program regulations and various state and federal mandates, MATClinics requires drug testing for all participants in our behavioral health programs. These tests serve as a vital tool for monitoring your progress in treatment.

#### Testing Protocols

The specific procedure used depends on whether you receive medical care from our providers:

- Individuals also receiving medication management will follow the standard Lab Ordering Protocol, with results made available to their behavioral health team. A urine drug screen is required for all office visits to receive medication. You may also be required to provide additional samples as part of your participation in IOP or OP, which will be communicated and scheduled by the behavioral health team.
- Behavioral health-only patients must complete a urine drug screen upon program entry. Patients enrolled in the IOP level of care will be required to provide at least 2 samples per month. Patients enrolled in our OP level of care will be required to provide samples

# MATClinics

---

## Medication Assisted Treatment

at least monthly. Additional random urine drug screening may be conducted at the clinical provider's discretion.

### Procedures for Behavioral Health-Only Patients

The following guidelines apply to those not treated by our medical staff:

1. Scheduling is managed by staff at a MATClinics facility; appointments cannot be set more than seven days in advance.
2. Collections are performed respectfully to protect patient dignity while ensuring sample integrity.
3. Toxicology frequency is determined by the level of care. Patients in our IOP program are required to provide at least two samples per month; patients in our OP program are required to provide at least one sample per month.
4. Results are promptly reviewed and shared to inform therapeutic discussions and interventions.
5. Decisions regarding treatment termination are never based solely on these results.
6. If a result is positive or a sample is refused, we will discuss this openly as part of your treatment plan.
7. Positive results won't lead to discharge unless you refuse a recommended increase in treatment intensity.
8. If you can't provide a urine sample, alternative testing options are available, such as an oral mouth swab, with medical documentation.
9. We record all results and actions in your clinical record to help track your progress.
10. If a sample is falsified, you'll meet with the treatment team to discuss next steps. This could result in discharge from the program.

## Coordination of Care

It is important that we coordinate care with other professionals who treat your physical and mental health. We will ask you to consider signing a consent form so we can speak with any doctor or professional who is treating you. We ask that you allow the staff at MATClinics to speak with your other healthcare professionals so that we can effectively coordinate your care. If you become ill or are scheduled for surgery or hospitalization, you should inform the staff at MATClinics so we can plan for your absence and coordinate your care accordingly.

## Person Responsible for Your Service Coordination

Each behavioral health patient at MATClinics will be assigned a counselor who is responsible for coordinating their treatment. The information you give at admission is used to match you with the counselor who can best meet your needs. If you are having difficulty with your counselor and have attempted, unsuccessfully, to resolve the problem with the counselor, you may speak with the Clinical Director to discuss the difficulty.

# MATClinics

## Medication Assisted Treatment

You may also contact our Behavioral Health Coordinator during normal business hours for any behavioral health counseling questions by calling the office at 410-220-0720.

### Access to Services after Hours

The on-call system will be activated during non-program hours when full-time day staff are not available at the facilities. All calls will be transferred to an answering service. The answering service will triage phone calls and immediately notify the on-call emergency employee. However, if there is an emergency after clinic hours, you should call 911 or go to the nearest emergency room.

### Confidentiality of Alcohol and Drug Abuse Patients

The confidentiality of alcohol and drug abuse patient records maintained by this program is protected by Federal law and regulations. Generally, the program may not say to a person outside the program that a patient attends the program, or disclose any information about their substance use, unless:

1. The patient consents in writing,
2. The disclosure is allowed by court order, or
3. The disclosure is made to medical personnel in a medical emergency, or
4. The disclosure is made to qualified personnel for research, audit, or program evaluation.

Violation of Federal law and regulations by a program is a crime. Suspected violations may be reported to the appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program, or about any threat to commit such a crime. Federal law and regulations do not protect any information about suspected child abuse and or neglect from being reported under State law to appropriate State or local authorities.

### Mandated Reporting

Behavioral Health staff are mandated reporters. This means that we are required by law to report abuse and neglect of minors and vulnerable adults to the local Department of Social Services.

### Suspected Child Abuse and Neglect

Information contained in records or reports concerning child abuse or neglect is protected. Federal and State laws restrict the circumstances under which information contained in records and reports may be disclosed. Mandated reporters and local department staff must comply with Maryland confidentiality laws provided in Family Law Article §5-707 and the Human Services Article §§1-201-1-203, Annotated Code of Maryland, when asked to disclose or discuss any information contained in records concerning child abuse and neglect.

# MATClinics

## Medication Assisted Treatment

### Suspected Vulnerable Adult Abuse and Neglect

Maryland law requires health practitioners, police officers, and human service workers to report suspected abuse of vulnerable adults to the local Department of Social Services. A vulnerable adult is anyone over 18 years of age who lacks the physical or mental capacity to provide for their daily needs.

### Duty to Warn

If a person reports imminent intent to harm themselves or others, under Maryland law, our behavioral health staff are required to report this to local authorities.

### Clinical Transition & Discharge Planning

At MATClinics, we view the conclusion of treatment as a positive sign of your progress. To ensure you are supported every step of the way, we establish clear criteria for your path forward at the very beginning of your treatment.

We begin planning for your next steps as soon as it is clinically appropriate, focusing on two main pathways:

- **Transition:** We monitor your progress to determine when it is time to change your level of clinical care—whether that means moving to a less intensive program or shifting to a higher level of care to better meet your needs.
- **Discharge:** We work toward your successful completion of the program, while also preparing for instances where a discharge may occur before goals are met.

This planning is designed to move you seamlessly to the next stage of your recovery journey, ensuring you always have the appropriate level of support, whether within our clinics or through resources in your community.

#### What You Can Expect During Your Transition

- You will be fully involved in creating your transition plan. This plan is built into your individual treatment goals.
- Your treatment plan will include specific goals for successfully completing the program and for your long-term support after you leave.
- We will work with you, our team members, and potentially your family, legal representative, or other community services to develop this plan.
- Upon your request, we can provide you with a written discharge summary. This document will include key information, such as your admission and discharge dates, the services you received, how well you met your treatment goals, the reason for discharge,

# MATClinics

---

## Medication Assisted Treatment

your status/prognosis, and recommendations for continued services and support, including any prescribed medication.

### If You Leave Without a Plan (Unplanned Transition)

If you leave the program for any reason other than a transition we planned together, MATClinics will still provide follow-up contact to offer support.

To keep your recovery on track, please stay mindful of our program's attendance requirements. Frequent missed appointments can lead to an unplanned discharge.

Common reasons for discharge from our IOP/OP programs include:

- 30 days without clinical contact or a completed appointment.
- Missing 2 consecutive treatment planning sessions.
- Missing 2 consecutive scheduled drug screens.

Common reasons for discharge from our outpatient mental health programs (therapy and psychiatry) include:

- 90 days without a completed appointment
- 3 consecutive no-shows

## Transfer to another program/modality

You may seek to transfer to another program at any time. It is suggested that you contact the facility to which you would like to transfer and find out what they require for a transfer. Your primary behavioral health provider will help you facilitate a transfer if you need help. The clinical and medical staff may decide that, for your own safety or the safety of others, it is best to transfer you to another program.

## Involuntary (Administrative) Discharge

You may be administratively discharged immediately from the program for the following behaviors:

1. Violent behavior or threats of violence.
2. Carrying a weapon.
3. Dealing or dealing-like behavior.

You may be administratively discharged for consistent noncompliance with treatment, such as:

1. Failure to pay your assessed fee.
2. Failure to comply with a referral to a higher level of care if interventions at this level of care are not sufficient and substance use continues.
3. Failure to attend appointments.

# MATClinics

---

## Medication Assisted Treatment

4. Failure to sign a consent form for your other medical or psychiatric treatment providers if the program requires consent to coordinate care.
5. Failure to stop illegal activity.
6. Failure to work actively towards your treatment goals.
7. Failure to follow other general program guidelines at the discretion of the treatment team.
8. Expiration or denial of insurance authorization for treatment at the identified level of care.

## Readmission to the Program

Please note that you will be asked to pay any back fee balance before you are readmitted to the program.

After a self-initiated discharge or transfer, you may be readmitted to the program whenever you feel you may need treatment. It is not necessary to become re-addicted to any drug to be readmitted to the program.

After an administrative discharge, you may reapply for admission to the program after a period of time determined and communicated to you by MATClinics. When you reapply, you will be interviewed by the Clinical or Medical Director (or their representatives), who will gather information from the treatment team prior to your intake appointment. You may be provisionally readmitted if the interviewer feels that you are sufficiently stable and willing to comply with a behavioral and treatment contract spanning at least the first 90 days of treatment. Following this interview and your agreement with the contract, you will be given the next available intake appointment.

## Financial Management and Obligations

If you do not have insurance that pays for your treatment at MATClinics, you will be assessed a self-pay fee. In order to receive services, you must pay your fee at the beginning of each appointment. If you are unable to pay or your financial situation changes, you must inform your provider and/or the fee administrator immediately. Falling behind in your fee payment may result in discharge from the program.

If you have health insurance, please inform the program as soon as possible. Most public insurance covers treatment. We are in network with Medicaid, Medicare, and CareFirst. Please remember that it is your responsibility to maintain your health insurance coverage. This means that you keep all appointments for re-determination, complete and sign any necessary paperwork, and notify all appropriate agencies of address or phone number changes. Sudden changes such as changes in coverage, changes in your benefits, or changes in insurers could create financial difficulties and should be reported to the fee administrator or the billing coordinator as soon as possible.

# MATClinics

---

## Medication Assisted Treatment

If you are in need of Medical Assistance, please see your counselor or behavioral health provider, the case manager, or the fee or billing coordinator.

## Health and Safety

### No Use of Seclusion or Restraints

It is the policy of MATClinics that under no circumstances will restraints, reclusions, or any restrictive technique be used on a patient.

### Drugs on the Premises

At no time may you bring illicit or licit drugs of abuse into the program area. If you are seen with illicit drugs on the premises, you may be discharged from the program.

### Loitering

Loitering is defined as standing idly, stopping repeatedly, or delaying without a clear purpose. We consider loitering to be a serious issue because we believe the best use of your time at MATClinics is to focus on your recovery. We ask that you complete your program business and then leave the area as soon as possible. This policy helps maintain a safe and supportive environment for everyone.

Your time at MATClinics should be spent on activities that help you achieve your recovery goals. Standing idly outside the clinic or repeatedly entering and leaving the building are examples of actions that can be seen as loitering and may indicate that you're not using your time productively. Excessive loitering may result in being discharged from the program. We want you to succeed in your treatment, and this policy is in place to help you stay focused on what truly matters: your recovery.

### Weapons on the Premises

No weapons of any kind are permitted on the program premises, regardless of any state or federal firearms regulations. This includes any knife/blade that may be used in your employment. If you are found to have a weapon on the premises, you may be immediately discharged from the program.

# MATClinics

## Medication Assisted Treatment

### Conflict with Other Patients

Conflicts with another patient in this program should be brought to the attention of a staff person and should be resolved in a private area in the presence of a staff member. Ongoing conflict may result in a transition of care.

### Fighting or Verbal Threats of Violence

Fighting or verbal threats on the premises will not be tolerated. All patients involved in the conflict may be discharged from the program regardless of the circumstances. Therefore, you should make every effort, including leaving the area, to avoid a fight.

### Conflict with a Staff Person

Conflict with a staff person should be expressed and resolved in a private area of the program. Fighting or verbal threats on the premises may result in an immediate administrative discharge.

### Crimes on Program Premises

Federal regulations state that when a patient commits or threatens to commit a crime on the program's premises or against program personnel, the program is allowed to seek assistance from or report the crime to a law enforcement agency.

### Smoking Policy

Smoking and/or vaping are prohibited in all offices. If permitted by local ordinance and landlord policy, smoking and/or vaping is allowed outside Company facilities. Patients may not leave any waste if they smoke outside of the Company offices.

### Fire Exits and Emergency Evacuation Procedures

Evacuations of the facility shall occur if any of the following events occur:

- Fires: If it is immediately determined that the extent of the fire cannot be contained with quick and direct actions, the building will be evacuated
- Violence and/or Aggression: If a crisis situation occurs that involves a direct threat to any person in the building, the building will be evacuated
- Utility Disruption or Crisis: Situations that will necessitate evacuation in this area include gas leaks and electrical malfunctions determined to present a health risk
- Noxious Odors or Fumes: If it is determined that there are odors or fumes that are a health risk due to eye, skin, or lung irritation, the building will be evacuated

# MAT Clinics

## Medication Assisted Treatment

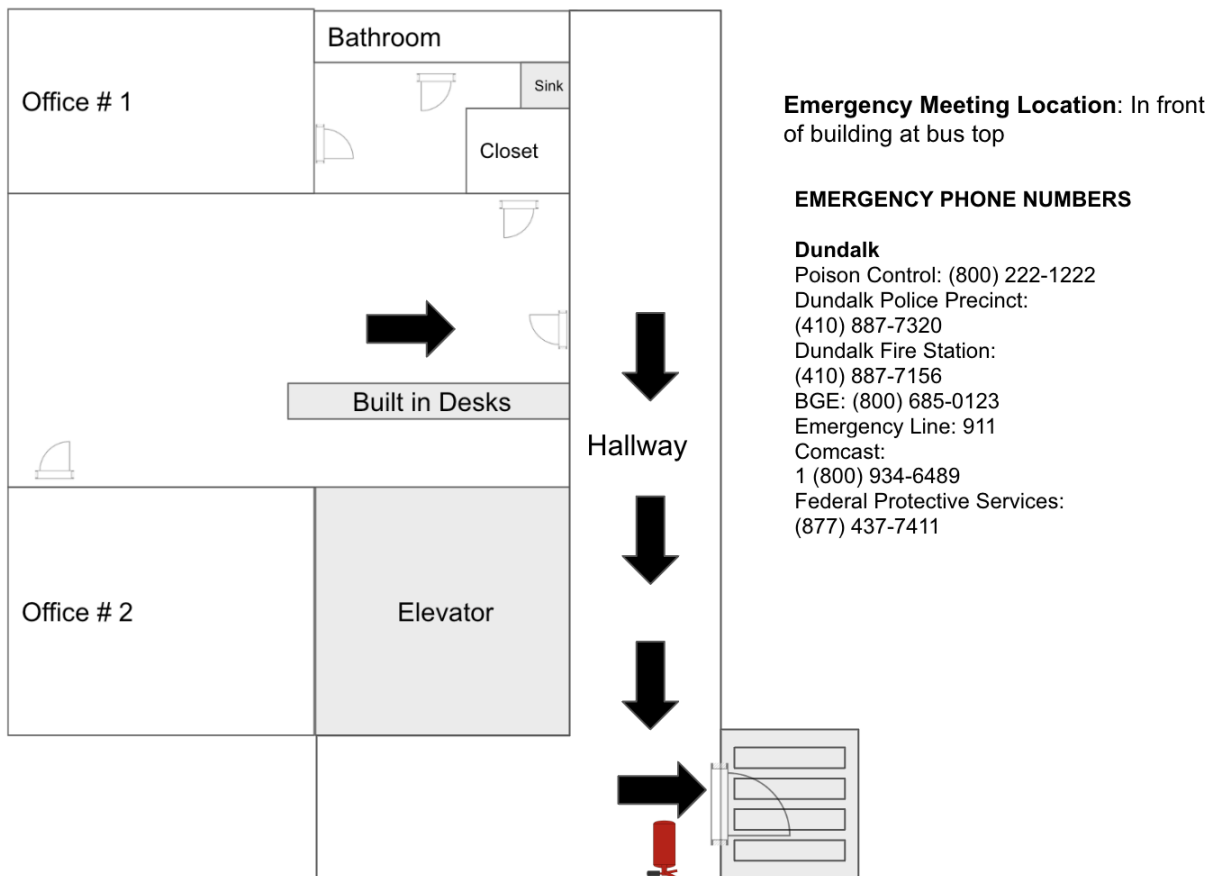
- Bomb Threat: In the event of a bomb threat made toward the Company, the building will be evacuated

Patients are to follow the instructions of the behavioral health staff and emergency responders. Once an emergency evacuation has occurred, the building cannot be reoccupied until the responding emergency authority grants permission that the health and safety of staff and patients are no longer compromised.

Evacuation routes are posted throughout the offices and include the following:

- The location of exits and fire extinguishers
- Include both diagrams and written instructions
- Indicate the safest and quickest way out of the facility
- Include a meeting location for evacuation

Example:



# MATClinics

## Medication Assisted Treatment

### Patient Expectations and Policies

MATClinics staff believe that a healthy move toward recovery comes when someone actively participates in behavioral health treatment. Because of this, you will be expected to attend and participate in your assigned level of care. Every effort will be made to set your appointments and sessions so they do not interfere with your life obligations (e.g., employment, family). However, if your obligations are such that you are unable to attend your assigned appointments or sessions, you will need to modify your obligations or consider admission to another program. Social engagements and professional appointments should be made so they do not interfere with your appointments.

### Missed Appointments

If you are unable to make your appointments, you should contact the program as soon as possible. You can call or text the office at 410-220-0720.

### Group Rules

1. Confidentiality
  - a. Virtual participants must be in a secure location.
  - b. While traveling, you must use headphones to protect others' confidentiality.
2. One person speaks at a time.
  - a. Virtual participants should use the hand-raising tool or send a chat to the counselor to indicate they would like to share if they have a hard time getting a chance to speak.
  - b. On-site participants can raise their hand to indicate to the counselor that they want to share.
  - c. Let people finish speaking; do not interrupt someone while they're talking
3. Respect one another.
4. Recognize/be aware of your personal values and beliefs. Do not expect others to have the same beliefs or opinions.
5. Your camera must be on.
6. Participate in group discussions.
7. The mic should remain muted unless actively speaking.
8. No sleeping.
9. If sharing a phone with another group member, both people must be seen on screen the entire time.
10. Breaks are 15-20 minutes; be mindful of returning on time.
11. Limit your distractions.

# MATClinics

## Medication Assisted Treatment

### Vacations

If you are planning a vacation, you should talk to your provider/counselor as far ahead of time as possible so that we can plan for your absence from our services.

### Weather and Holidays

#### Holiday Hours

The clinic is generally closed on New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. For certain other holidays or the eve of holidays, hours may change. Such changes will be posted generally at least two weeks in advance of the day the hours will be changing.

#### Snow, Inclement Weather, and Other Emergencies that May Interrupt Services

For inclement weather or other emergencies, our policy is that we will be closed if there is a state of emergency. Otherwise, we will be open for services. We will do our best to accommodate a patient who needs to reschedule their appointment due to an inability to access services. We offer virtual appointments through a secure platform called Google Meet.