



Patient Handbook

Methadone Maintenance Treatment

Clinic Hours

Monday and Tuesday | 5:30 a.m. – 7:00 p.m.

Wednesday and Thursday | 5:30 a.m. – 3:00 p.m.

Friday | 5:30 a.m. – 1:30 p.m.

Saturday | 6:00 a.m. – 9:00 a.m.

Sunday | Closed



New Directions Healthcare



NewDirectionsHealthcare.net

Phone Number: (814)-240-6216

Medical Emergency Phone: (814)-566-2829

Fax: (814)-240-6219

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INTRODUCTION:

New Directions Healthcare (NDHC) is a fully licensed state and federal substance abuse treatment clinic in Erie, Pennsylvania. New Directions Healthcare purpose is to provide a positive difference every day in the lives of people with an opioid addiction utilizing medication, counseling, and life skills development. Our philosophy is that every substance abuse addiction patient with an opiate addiction deserves the opportunity to take their life in a NEW DIRECTION. New Directions Healthcare is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).

Medication-assisted treatment (MAT) for opioid addiction uses drugs to stabilize the brain chemistry, reduce or block the euphoric effects of opioids, relieve physiological cravings, and normalize body functions. There are three drugs approved by the FDA for the treatment of opioid addiction: Buprenorphine (Suboxone/Sublocade), Methadone, and Naltrexone (Vivitrol). All three of these treatments have been demonstrated to be safe and effective in combination with counseling and psychosocial support.

New Directions Healthcare provides all three forms of MAT. Daily methadone is an extremely effective form of opiate addiction treatment. In addition, New Directions Healthcare offers Suboxone, which is a medication used to treat opioid dependency containing buprenorphine and naloxone. The third type of medication is Vivitrol, a monthly injectable non-opioid medication that helps patients who are opioid dependent in remission but at risk of relapse. Vivitrol is also used to treat alcohol dependency in remission. NDHC also specializes in the care of pregnant, opioid dependent patients. All patients of New Directions Healthcare upon admission are given a prescription for intranasal naloxone, instructions for use, and what to do in the event of finding someone who has overdosed.

We work closely with other medical and psychiatric providers in the community to arrange patient referrals and coordinate care. New Directions Healthcare accepts Pa State Medicaid, Medicare, and most major commercial insurances. Our facility has full-time Medical Providers on site daily. New Directions Healthcare offers methadone maintenance treatment to individuals 18 years of age or older, who are addicted to opiate drugs or synthetic narcotics for over one year or more. New Directions Healthcare strives to provide an individual-centered environment during treatment that is focused on delivering exceptional quality care and treating individuals with integrity and respect as they work toward their recovery from opiate addiction.

EMERGENCY:

In the event of disaster clients are instructed to check local radio stations, television or visit our Facebook page for further information in the event of an emergency. New Directions Healthcare's website www.newdirectionshealthcare.net will also provide further instructions. In the event of an emergency clients are instructed to call 911. To speak to New Directions Healthcare personnel outside of business hours dial 814-566-2829 for additional information. Please listen to prompts to speak to a medical provider. Diagrams depicting the location of all exits and the location of fire extinguishers are posted in every room.

CRITERIA FOR ADMISSION:

New Directions Healthcare offers methadone maintenance treatment to individuals 18 years of age or older, who are addicted to opiate drugs or synthetic narcotics for over one year or more. An individual who is enrolled in the program must be medically and mentally stable. Individuals must enter and participate in the program voluntarily.

New Directions Healthcare will not admit any patient who is medically or mentally unstable or at risk for imminent harm to himself/herself or others. New Directions Healthcare will not admit any patient that is benzodiazepines or alcohol dependent.

Our clinic will provide services to all people, regardless of age, race, color, ethnicity, national origin, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity, or expression.

GENERAL INFORMATION ABOUT METHADONE:

Methadone Maintenance Treatment has been proven to be the most successful treatment for opiate addiction. Methadone Maintenance Treatment for opiate addiction at New Directions Healthcare is supported with a full complement of substance abuse and life-skills counseling as well as supervised medical care. By treating opioid addiction that includes the use of methadone it has been associated with reduced overdose deaths, retention of persons in treatment, decreased heroin use, reduced relapse, and prevention of spread of infectious disease.

Methadone has a long half-life and is normally taken once a day. The proper oral dose remains fully effective for 24 – 36 hours in preventing the beginning of withdrawal symptoms and takes effect slowly. Individuals will not experience the euphoria caused by street drugs because methadone has slower and gradual effects. Methadone works on parts of the brain and spinal cord to block the “high” caused by using opiates. It also helps reduce cravings and withdrawal symptoms caused by opiate use.

Methadone can alleviate not only the physical symptoms of withdrawal, but also the psychological dependency and craving caused by opioid addiction. Methadone frees individuals from the dangerous practice of injecting, along with the risk of exposure to HIV and Hepatitis C.

SIDE EFFECTS WITH METHADONE TREATMENT:

Individuals receiving methadone treatment should be aware of the following risks associated with methadone treatment. Short-term side effects may include dry mouth, drowsiness, sweating, lightheadedness, urinary retention, constipation, and sexual impotence. Methadone should never be mixed with benzodiazepines or alcohol and could result in death due to the sedative effect and could even be fatal. In addition, an abrupt withdrawal from methadone treatment will cause withdrawal and increase relapse and death. It is important to bring any of these side effects to the attention of New Directions Healthcare medical providers.

PREGNANCY TREATMENT FOR OPIOID DEPENDENT MOMS:

New Directions Healthcare specializes in the care of pregnant opioid dependent patients. All females are screened for pregnancy prior to admission to the New Directions Healthcare facility.

For more than 30 years, methadone maintenance treatment has been used to help women struggling with opioid addictions while pregnant. Individuals who are pregnant, or become pregnant during their treatment with methadone, are closely monitored by medical providers to better ensure the health and safety of mother and child. Pregnant mothers are seen frequently to monitor their treatment, progress, and to monitor their dose. It is mandatory that all pregnant mothers are seen by an OB GYN. Mothers that have clean-UDS may be eligible for split dosing, where a mother's daily dose is split in two halves, a morning and evening dose to have a more stable blood level. A steady state of methadone blood level is healthier for a child.

An individual participating in methadone treatment must notify a New Directions Healthcare staff member immediately if the individual becomes pregnant or if the individual suspects, they may be pregnant. Additional therapeutic support will be part of treatment / services for pregnant individuals. All health care providers and counselors are here to support you and want to help you have a healthy and safe pregnancy.

PARENTS WITH CHILDREN:

Parents with childcare issues are permitted to bring their children into the clinic. No children, under any circumstance, are allowed in the dosing rooms. New Directions Healthcare staff are not responsible for children and children are not to be left unattended. **Please do not bring children into individual counseling or to a group as content of counseling is geared toward adults and may not be appropriate for children.** Individuals requesting special accommodations surrounding childcare are asked to make arrangements, in advance, with their individual counselor or group facilitator.

PRESCRIPTIONS:

All medications prescribed by private physicians must be communicated with New Directions Healthcare medical staff. Individuals are asked to supply a list of the medications they are currently taking. On the day of the intake, individuals must sign consent forms authorizing New Directions Healthcare staff to confer with medical and/or psychiatric providers regarding continuity of care. New Directions Healthcare medical staff will utilize the Pennsylvania Drug Monitoring Report Website that mandates prescribers to check for any controlled substance that patients may be receiving from other providers. Patients should also bring a medication list to each providers appointment.

Taking certain prescription medications, such as benzodiazepines medication, in combination with methadone can be dangerous and could potentially lead to medical emergency, accidental overdose, and could potentially cause fatality. Individuals are provided information regarding physical interactions between methadone and other drugs on initial day of treatment. Some

medications and taking methadone can cause increase cardiac arrhythmias and a New Directions Healthcare provider may order an EKG.

ILLNESS OR HOSPITALIZATION:

Individuals enrolled in services at New Directions Healthcare must report any hospitalization to staff as soon as possible. If hospitalization is anticipated the individual should inform New Directions Healthcare staff in advance. In the event of a medical emergency requiring immediate hospitalization the individual should request that a hospital staff member obtain a ROI and contact New Directions Healthcare to coordinate treatment / continuation of care. In the event of medical emergency New Directions Healthcare medical staff will assist with necessary medical referrals.

PAYMENT SCHEDULE / FEES:

- Clinical fees are due weekly and payable in advance in accordance with New Directions Healthcare’s payment policy. Government funded and private insurance plans are accepted upon prior authorization.
- No personal checks are accepted without prior approval. Refunds are not given without prior approval. If a personal check is authorized and returned there will be a \$50.00 fee for returned checks. Payment may be in the form of cash, debit, money order, or credit card; Visa, MasterCard, or Discover. Money orders must be issued by bank or post office.
- Payments will be considered late after three business days, unless prior arrangements are made in advance with the Facility Director. **Financial responsibility and payment are part of your treatment plan and failure to stay current may result in administrative action.**
- You may request a payment plan in the event of financial hardship or temporary lapse of insurance. Patients that are self-pay will be given a self-pay schedule and if you are late, you will be put on a financial contract until all payments are up to date. Failure to follow through with payments can cause disciplinary action. New Directions Healthcare is always willing to work with patients in difficult financial situations.
- All patients are responsible that their insurance is up to date, or they will be held liable for their payment. New Directions Healthcare will work with your insurance company to obtain payment for services.

TELEHEALTH SERVICES:

Starting in 2026, New Direction Healthcare will be offering telehealth services as an option for treatment to patients who are experiencing transportation hardships that make engaging in treatment difficult, those with medical conditions that reduce mobility and other barriers to receiving treatment. Telehealth is an option available to person served only if approved by their insurance company. Telehealth services will be utilized when the patient is deemed clinically appropriate by the clinical team and Medical Director.

CELL PHONES AND ELECTRONIC DEVICES:

Due to confidentiality cell phone use and the use of electronic devices are prohibited at New Directions Healthcare. **Taking photographs or videos in the lobby, dosing room, medical areas, individual, and/or group sessions is prohibited and will result in termination and/or criminal charges.** Individuals discovered using cell phones / electronic devices will be prompted to put the phone / electronic device away. Cell phones need to be turned off during group counseling but may be utilized to call front desk in case of an emergency.

CONFIDENTIALITY OF INDIVIDUAL'S RECORDS:

The confidentiality of the individual's records maintained by New Directions Healthcare are protected by the Federal and State Laws. Staff may not inform another person that an individual attends New Directions Healthcare, or disclose any information identifying the individual as an alcohol or drug abuser, unless:

- The individual consents in writing.
- The disclosure is permitted by an order of the court.
- The disclosure is made to medical personnel in the event of a medical emergency to qualified medical personnel.
- The disclosure is made to mental health emergency personnel (for example Crisis Services) in the event of a mental health emergency.
- For research, audit, or program evaluation purposes.
- In the event of suspected child abuse or neglect, Federal and State laws require mandated reporters / all New Directions Healthcare staff to inform appropriate child protect agencies. New Directions Healthcare staff has a legal and ethical obligation to report any suspected child abuse or neglect.

New Directions Healthcare staff will adhere to these regulations. All suspected violations of confidentiality must be reported.

COUNSELING:

Individual counseling is a process through which individuals work one-on-one with a drug and alcohol therapist in a safe, caring, and confidential environment to:

- Explore feeling, beliefs, or behaviors.
- Work through challenging or influential memories.
- Identify needed life changes for better quality of life.
- Better understanding of themselves and others.
- Set personal goals and work towards desired change.

Useful information about your counseling experience:

- Both individual and group counseling are required by both New Directions Healthcare and by State and Federal guidelines.

- The amount of group and individual sessions will be determined by your time in treatment and Pa DDAP regulations, specific needs, and at the discretion of the counselor.
- You will be assigned to a primary counselor but may be seen by other therapists as necessary.
- You are required to keep all scheduled counseling appointments, failure to do so will result in administrative action.
- You have the right to request a change in counselor. To request counselor reassignment, individuals may request a Change of Counselor form from New Directions Healthcare staff.
- Partners, couples and family members may not attend group together UNLESS it is Family Group or Addictive Recovery & Kids group.

COMPLIANCE:

To remain compliant with New Directions Healthcare and prevent administrative action; please remember the following:

- You MUST medicate daily.
- You MUST keep all scheduled individual and group therapy sessions. This will ensure you meet your **monthly counseling requirements**.
- You MUST provide urine drug screens that are negative for illicit substances.
- You MUST sign necessary Releases of Information to ensure continuity of care.
- You MUST work toward completing your treatment plan goals and objectives.
- You MUST pay all current fees and/or compliant with payment plan

PROGRAM REQUIREMENTS:

Program activities will include, but are not limited to:

- Comprehensive evaluation of the individual's medical, psychiatric, social, educational, financial, vocational, occupational status.
- Mandatory Orientation group to be completed within the first 30 days of treatment.
- Individual counseling /psychotherapy.
- Group counseling /psychotherapy.
- Marital services, couple's counseling, and family group
- Education / Vocational referrals /community resource guide

NAUSEA OR SICKNESS:

If an individual feels nauseated / sick to his stomach either before or after ingesting methadone medication, the individual should remain at New Directions Healthcare for 30 minutes. If the individual vomits after taking methadone the individual should notify a staff member. The individual may be required to see a provider for any side effects or adverse reactions to methadone. Patients may also be referred to their PCP for follow up.

MEDICATION:

- The correct identity of the individual will be verified by New Directions Healthcare's individual identification picture prior to receiving medication, additionally patients must state their full name and date of birth or clinical ID number.
- All patients must be on time to dose, any individual that arrives late will not be allowed to dose for that day.
- The initial dose of methadone will be determined by a New Directions Healthcare Physician and will be monitored by medical staff for 90 minutes.
- Medication levels will be regulated by a New Directions Healthcare Physician.
- Medication must be swallowed under the direct observation of New Directions Healthcare medical staff.
- Patients will be asked to speak after ingesting their methadone.
- Patients that need an increase or decrease need to see the medical provider for a face-to-face evaluation.
- An individual's dosage may be adjusted without the individual's knowledge/consent. Medication may be withheld, or dosages may be decreased if medical staff suspect the individual is intoxicated or under the influence of drugs.

URINE COLLECTION:

Urine specimens must be provided upon request in accordance with State and Federal Regulations and may be collected under the direct observation of New Directions healthcare staff in person or via tele monitor.

- New patients will be required to have at least weekly **random** UDS until stable.
- Patients will be required to have UDS for any suspect for cause.
- Patient with take home status that test positive for illicit drugs and / or negative for the medication administered / dispensed, it will be considered a positive test and will result in the suspension/ loss of take-home privileges.
- Failure to produce a urine specimen or an adequate amount of urine will be recorded as a positive urine drug screen and take-homes will be revoked.
- Attempts to alter a urine sample may result in involuntary termination of services.
- A urine specimen may be requested at any time during treatment.
- Individuals will be required to sign a consent for camera surveillance of urine drug screens. The red light on and flashing in the bathroom indicates camera surveillance is being utilized.
- Our medical staff may require a direct observation urine drug screen at any time

SMOKING:

Smoking and vaping are not permitted inside of the building. The designated smoking area is the bench outside of the clinic to the East of New Directions Healthcare facility. Cigarette butts are to be discarded in proper receptacles.

SECLUSION & RESTRAINT:

Staff are prohibited from use of seclusion and / or physical restraint.

EARNING TAKE-HOME PRIVILEGES:

Take-home dosages are a privilege many look forward to earning. You can work toward obtaining take-homes by:

- Producing urine drug screens free of illicit substance or medication for which you do not have a prescription.
- Regularity of attendance for dosing
- Absence of behavioral problems that put themselves or others at risk
- No recent history of medication diversion
- Assurance that take home medication can be safely transported and stored in the person's home.
- Absence of any information considered relevant to the patient's safety and public health.
- Must have Narcan prescription filled and instructed on use.
- Attending required individual and group therapy sessions and meeting all monthly counseling requirements.
- Having active phone, including an up-to-date phone number and voicemail set up. All "Call Back/Bottle Counts" will be conducted by licensed medical staff to ensure that the medication has been taken as prescribed and that there has not been any tampering or diversion.

TAKE HOME RULES:

Patients must adhere to the following rules to ensure continuance with Take Home privilege:

1. You must bring a locked box with a working lock and the key or combination lock at every pick-up and return; your box will be opened in front of the nurse, that doses you.
 - Box must always be locked by either a key or combination lock
 - Box must have clients name clearly written with a permanent marker
 - Clients may not borrow/share boxes
 - Clients must always keep box locked until in dosing room and in front of the nurse. After picking up new bottles the box must be locked before leaving the dosing area
2. You must always safely store bottles in the locked box (both empty & full)
 - You must have original label on bottle and show no evidence of tampering.
 - Bottles must be rinsed with water before returning to dosing nurses. If not rinsed you will be asked to leave line, rinse them, and then proceed to end of line.
 - You are to store your own black marker in your box and black out personal information on label Once in the **dosing room and after bottles have been counted by the nurse**, not before.
 - No bottles (phase/or specials) will be given to a client without a lockbox

- All empty bottles must be returned on your next dosing visit. If not, it is non-compliant and take homes may be revoked.
- Should you forget your bottles or missing a bottle when you present to the dosing window; your take homes may be revoked.

3. Your responsibilities:

- Purchase your own lockbox
- Put your name in box
- Safely store full/empty bottles in a locked box
- Carry a black marker in your lock box
- Make sure a proper working phone number is on file (We will only call one number listed in your profile for bottle counts). No working phone number may result in loss of take homes.
- Check daily for a voicemail from NDHC
- Make sure a voicemail is set up and a message can be left
- Maintain negative UDS (urine drug screen)
- Be current and up to date with counseling and provider visits
- Be current and up to date with all fees
- **Take home Phase individuals must be at the facility a ½ an hour before closing time.** (ex. 9:30am Monday – Friday, 8:30am on weekends and holidays) If you are not here by the listed times, you may not be given your take homes until the following day and again will need to be here at the above listed times.
- If you are **admitted into hospital**, all full take home bottles for those days in the hospital and empty bottles are to be returned to NDHC unaltered the next time you return to the facility.
- If you do not want to use the water provided in the dosing room, you may bring your own. You must pour your drink into the cup of methadone. There is NO leaving the dosing room to obtain water from the drinking fountain.

4. Your Bottles may be revoked for non-compliance if:

- Your lock box does not have your name in it.
- Your lock box does not lock or you do not have a key/combo
- You are caught borrowing another client's box (both will lose your take homes)
- You do not have the correct number of full/empty bottles to return
- Your UDS is positive for illicit substances
- You No Show a bottle count visit (loss of 60 days)
- Your labels appear to have been tampered with including blackening out labels before nurse count or shows evidence of being peeled off and reapplied.
- You are caught sharing/selling your bottles

CALL BACK, BOTTLE COUNTS AND REMINDERS ABOUT TAKE HOME PRIVILEGES:

Every client who receives take-home bottles will be subjected to a “Call Back/Bottle Count” at any time. A “Call Back” is when the program contacts you and informs you that you are required to present at the clinic the next day with all your bottles, empty and full between dosing hours.

“Call Back/Bottle Count”: Staff will only call the first number listed in the file. No emergency contact will be called.

Bottle count expectations:

- You will be called by NDHC staff the day before you are to appear for the count.
- You will present during regular week or weekend dosing hours.
- You will bring in all full and empty bottles in your lock box to be counted by the nurse.
- You will **NOT** take your dose at home the day you are to present. That day’s dose will be taken in front of the nurse. Failure to take your dose in front of the nurses may result in a failed bottle count.
- You will count your bottles in the presence of the nurse staff.
- You will be required to have a nursing assessment completed at each count.
- You will be required to provide a UDS prior to entering the dosing room for the count. If there is a positive UDS your take homes will be revoked immediately.

Patients may lose their take home privileges if:

- Diversion of medication (you are caught giving or selling your methadone).
- Your take home bottles do not pass inspection
- Urine drug screens positive for illicit substances and or alcohol
- You do not meet your monthly counseling requirements
- You engage in behavior that is determined not conducive to a safe, therapeutic and recovery atmosphere
- You have outstanding fees/balance
- You fail to provide urine drug screens as requested; test positive for non-prescribed substances.
- Criminal activity
- Not responding to call backs
- Not storing medication or returning bottles as instructed.
- For any reason New Directions Healthcare determines the risk is greater than the benefit of take-home privileges.

EXCEPTIONS FOR PATIENT TAKE HOME CRITERIA:

- Medical emergency
- Transportation hardship

- Documented family emergency such as a death in family
- Weather storm emergencies

HOLIDAY TAKE HOME DOSES:

New Directions Healthcare closes on New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and Christmas Day. Patients that are deemed appropriate by the Medical Director will receive a take home bottle. Patients must return the take home bottle on the next scheduled day to be eligible to receive additional holiday bottles in the future. Patients who fail to return home take bottles or who do not meet criteria deemed appropriate by the Medical Director will be set up for courtesy guest dosing at another methadone maintenance treatment program that is open on holidays.

SUNDAY DOSING POLICY:

Per Department of Drug and Alcohol, New Directions Healthcare is approved to be closed on Sundays and all patients that are assessed by the Medical Director will receive a take home for Sundays on Saturdays. Patients that are deemed appropriate by the Medical Director will receive a take home bottle. Patients must return the take home bottle on the next scheduled day to be eligible to receive additional Sunday bottles in the future. Patients who fail to return home take bottles or who do not meet criteria deemed appropriate by the Medical Director will be set up for courtesy guest dosing at another methadone maintenance treatment program that is open on Sundays.

TRAVELING AND COUTERSY GUEST DOSING:

Medication orders must be obtained from New Directions Healthcare Medical Director and or Program Physician to provide a guest dose. Take homes or a special status must be ordered by the Medical Director or Program Physician at New Directions Healthcare. All paperwork for Guest Dosing patients from other clinics must be completed and received within 5 days of their scheduled guest dosing dates. Exceptions to this framework must be approved by the Medical Director or Program Physician of New Directions Healthcare. New Directions Healthcare has the right to refuse guest dose patients based on urine drug screen results or any other criteria that the Medical Director or Program Physician deems appropriate.

Dosing patients of New Directions Healthcare at other clinics:

- A Guest Dose form and Release of Information is completed, including the signature of the patients and faxed to the clinic that the patient will be dosing at.
- Patients who are traveling may receive a combination of courtesy guest dose and take home(s) if deemed eligible by New Directions Healthcare Medical Director and or Program Physician.

Dosing patients from other clinic at New Directions Healthcare:

- All information will be sent to New Directions Healthcare via fax and must include the following information:
- Signed Release of Information
- Identifying patient demographics including photo identification
- Dates to be dosed at the clinic
- Current dose of methadone
- All orders from the patient's clinic must be written and signed by the visiting guest clinic by a licensed physician prior to their arrival
- All information will be put into New Directions healthcare Methasoft dosing software and will be signed by New Directions Healthcare Medical Director and or Program Physician.
- Nursing will contact and verify the visiting patient's dose to verify dose and date of last dose when patient presents to dose. This information may be obtained if the visiting clinic is closed on weekends and or holidays.
- All guest dosing patients are responsible for payments and if New Directions Healthcare participates in the guest dosing patient's insurance, then their insurance will be billed.
- Guest dosing patients must present to New Directions Healthcare with a valid photo identification
- Guest dosing forms found on New Directions Healthcare website

Your take home bottles are prescribed for your use ONLY. It is important that you always keep them in a locked box to ensure they do not get into the wrong hands, especially if you have children. Again, please be aware that take homes are a privilege. NDHC reserves the right to revoke your take home privileges at any time.

IN CASE OF OVERDOSE:

If you suspect that someone has overdosed on methadone, lay the person on his/her side in the recovery position and call 911 IMMEDIATELY. This is a life-threatening medical emergency that must be treated by medical professionals. This requires the person MUST go to the hospital for evaluation. Understand that a person may RE-OVERDOSE and must be medically supervised and hospitalized.

WHAT SHOULD I DO IF SOMEONE OVERDOSES?

- IMMEDIATELY call 911 and remain with the person.
- Administer Narcan intranasally and support the persons breathing- start CPR if no pulse
- DO NOT force the person to vomit.
- DO NOT make them take a cold shower.
- DO NOT inject salt water into their veins.

WHAT ARE THE SIGNS OF AN OPIOID OVERDOSE?

- Unresponsiveness
- Drowsiness
- Cold, clammy, bluish skin
- Reduced heart rate
- Reduced body temperature
- Slow or no breathing

WHAT MIGHT HAPPEN IF AN OVERDOSE IS NOT TREATED?

- Brain damage
- Paralysis (temporary or permanent)
- DEATH

LOITERING:

Loitering on New Directions Healthcare premises is prohibited. Individuals should enter the facility immediately upon arrival and remain in the waiting area until called. Individuals should exit the facility and leave New Directions Healthcare property immediately upon completion of service. Loitering on or around New Directions Healthcare property can lead to problems with the community. Consistent loitering is grounds for dismissal from the program or transfer to another clinic.

ARREST:

Individuals on a methadone Maintenance program who are arrested are encouraged to contact the clinic as soon as possible. Clients that are absent three days or more may be discharged.

ADMINISTRATIVE ACTION:

Being placed on Administrative Action includes receiving a Letter of Warning, Behavior Contract, Notice of Treatment Termination, opportunity to request/attend a Fair Hearing, and Fair Hearing Summary/Contingency Plan. Reasons to be placed on Administrative Action include:

- NO SHOWs and frequent rescheduling of individual and group sessions.
- Missed doses. (More than 2 per month)
- The presence of illicit drugs, alcohol, or prescription medication the individual is not prescribed in drug screens.
- Violence/threats
- Failure to stay current with clinic fees.
- Failure to work toward achieving goals, objectives in treatment plan.

TREATMENT TERMINATION APPEAL PROCEDURES:

You have a right to request a Fair Hearing should you be under termination. Please follow this process when requesting a Fair Hearing:

1. **OBTAIN** a Fair Hearing form from a counselor. On this form, indicate why you are appealing your termination and a list the name(s) of people you may want at your hearing. NDHC will complete Releases of Information.
2. **OBTAIN** a Notice of Fair Hearing Schedule (this will give you the date and time of your hearing).
3. **OBTAIN** a Fair Hearing Patient Information form.
4. **COMPLETE** a Patient Appeal form (MUST be complete prior to your hearing. If not, your hearing will be rescheduled ONCE). If necessary, please ask a counselor for help completing this document.
5. **A Fair Hearing Summary** will be completed by primary counselor **(a)** reintegrating the program's treatment expectations to be met monthly **(b)** completion of the Voluntary reduction in methadone dosing, or **(c)** completing an Involuntary reduction in methadone dosing.

Additional information regarding Fair Hearings:

- Your treatment will continue uninterrupted pending the outcome / determination of the Fair Hearing.
- Hearings will be held within 10 business days from the Clinic's receipt of individual's request to appeal and the hearing will be conducted by the clinical director and treatment team.

VOLUNTARY TERMINATION:

An individual is free to terminate enrollment in the program at any time. An individual who elects termination should notify a staff member. Patients will be required to see a provider to discuss voluntary termination and their dosing. Counselor and patient will create a **"Aftercare plan"** and complete **"Taper Readiness Inventory"** form before supervised tapering begins.

INVOLUNTARY TERMINATION:

The following offenses can result in involuntary termination from the program:

- Registration / enrollment in more than one methadone program.
- Misuse or sale of methadone.
- Selling, distributing, or possessing illicit drugs / controlled substances (without a lawful prescription) on New Directions' property.
- Abuse of drugs or intoxication.
- Possession of alcohol on New Directions' property.
- Violence or threats of violence to clinic staff.
- Violence or threats of violence directed toward any individual on New Directions' property.
- Possession of weapons on New Directions' property.
- Loitering on New Directions' property.
- Tampering with / attempting to alter urine sample.
- Non-payment of treatment fees.

- Committing or threatening to commit acts of physical violence in or around New Directions' property.
- Being absent for three (3) or more consecutive days of dosing without valid cause.
- Refusal to follow treatment plan, and/or failure to meet you monthly required individual counseling and group sessions.
- Chronic issues surrounding poor attendance with dosing and counseling.
- Provider Discretion.
- Incarceration.

READMISSION:

If an individual voluntarily discontinues Methadone Maintenance Treatment and decides to return, they will be expected to complete the intake again including complete assessment with medical staff.

- Complete Intake process (Intake session, Orientation group, Ongoing group assignment, and Treatment plan session).
- If a Self-pay, agree to a payment contract.
- If an individual was involuntarily terminated for reason defined in section "Involuntary Termination" — the individual must complete a re-admit form and meet with the clinical supervisor.
- Clinical Supervisor will present individual's case to the treatment team.
- Feedback regarding acceptance or denial into the program will be given to individual seeking to reengage in methadone treatment.
- If accepted back into program, you will be expected to complete the intake process in its entirety.

DETOXIFICATION:

An individual involuntarily terminated may be afforded the opportunity to receive methadone detoxification. The detoxification process may take place at the New Directions Healthcare, or the individual may be referred to another facility approved for detoxification. **An individual who has been found to be enrolled / registered in more than one methadone clinic or has engaged in violence/ made threats of violence against clinic staff will not be eligible for Detoxification / will be discharged immediately.** Detoxification procedures may vary depending on the individual's situation.

CLIENT LEGAL & HUMAN RIGHTS:

1. A client receiving care or treatment under section 7 of the act (71 P. S. § 1690.107) shall retain civil rights and liberties except as provided by statute. No client may be deprived of a civil right solely by reason of treatment.
2. The project may not discriminate in the provision of services based on age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.

3. Clients have the right to inspect their own records. The project, facility or clinical director may temporarily remove portions of the records prior to the inspection by the client if the director determines that the information may be detrimental if presented to the client. Reasons for removing sections shall be documented in the record.
4. Clients have the right to appeal a decision limiting access to their records to the director.
5. Clients have the right to request the correction of inaccurate, irrelevant, outdated or incomplete information in their records.
6. Clients have the right to submit rebuttal data or memoranda to their own records.
7. Clients have the right to be treated with dignity and respect, as individuals who have personal needs, feelings, preferences, and requirements.
8. Clients have the right to privacy in their treatment. Should you be concerned with your confidentiality in relation to attendees of other programs with the facility, you have the right to request counseling sessions scheduled to avoid contact.
9. Clients have the right to be fully informed of all services available to them and of any charges for those services.
10. Clients have the right to be fully informed of their rights and of all rules and regulations governing their conduct as clients.
11. Clients have the right and the responsibility to participate in the development of their treatment plan.
12. Clients have the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment, including withdrawal of consent.
13. Clients have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of this right.
14. Clients have the right to continuity of care. They will not be discharged or transferred, except for therapeutic reasons for personal welfare, or the welfare of others. Should transfer or discharge become necessary, they will be given reasonable advanced notice, unless an emergency exists.
15. Client have the right to voice opinions, recommendations, and grievances in relation to policies and services offered, without fear of restraint, interference, coercion, discrimination, or reprisal.
16. Clients have the right to be free from physical, chemical, and mental abuse.
17. Clients have the right to confidential treatment of their personal and medical records. Information from these sources will not be released without your prior consent, except in: 1) suspected child abuse; 2) crime on premises; 3) Good Cause Court Order; 4) medical emergency.
18. Each client has the right to request the opinion of a consultant at his or her own expense or to request review of the individual treatment plan, as provided in specific procedures.
19. Clients have the right to appeal involuntary termination.
20. Clients have the right to freedom from financial or other exploitation, humiliation, and neglect.

For more information on Client Rights, go to the President's Advisory Commission on Consumer Protection and Quality in the Healthcare Industry Reference Website at

www.hcqualitycommission.gov, or call the Office for Civil Rights U.S. Department of Health and Human Services Hotline at (800) 368-1019. For Medical Assistance Provider Compliance Hotline to report fraud and abuse, call 1-866-DPW-TIPS.

I have reviewed the Client's Legal & Human Rights or they have been explained to me so that I understand them.

INDIVIDUAL'S RIGHTS:

All individuals have the right to fair and equal treatment without discrimination. Any individual who feels that they have been discriminated against should report facts to the Facility Director. If results are unsatisfactory, a written report should be presented to the Program Director. Clinic staff will assist any individuals in their request to report these facts. Individuals have the right to be treated in a safe environment. Acts of violence to other individuals in the clinic or to clinic staff will result in termination of services.

I have attended the mandatory orientation group and received the orientation packet which explains, in detail, NDHC's Methadone treatment expectations and requirements to remain in the program. If at any time I become unclear of my expectations, it is my responsibility to seek clarity from the clinical staff.

Print Name: _____

Patient's Signature: _____ Date: _____

Counselor's Signature: _____ Date: _____

Updated: 1/2026 KAB