



**BURRELL®**  
BEHAVIORAL HEALTH





## Welcome to Burrell

Burrell is a private, not-for-profit organization that provides a wide range of mental health services/addiction services for individuals and families, businesses and industries as well as educational programs for community and professional groups.

From its beginning in 1977, Burrell has been committed to helping people maximize their potential. This philosophy is embodied in the two inscriptions near the entrance of the Springfield Main Center.

Our services are designed to be responsive to the specific needs of the individuals we serve. New services are being developed as the needs of our community are recognized and defined. We promise to continue providing progressive services and care that will encourage growth and personal fulfillment.

Our handbook addresses issues related to client care and services as an orientation to Burrell Services. Some programs and services have more specific information regarding their services.

**Thank you for choosing Burrell to assist you. We are privileged to have your confidence.**

## Emergency Services

If you experience a behavioral health crisis, Burrell offers 24-hour telephone and face-to-face intervention and stabilization.

**CRISIS LINE**—You may reach Burrell's crisis line by calling 800-494-7355 (SW MO Region), 800-395-2132 (Central MO Region) or 888-279-8188 (Kansas City Region) any time, day or night.

**ADULT CRISIS STABILIZATION UNIT (ACSU)**—Burrell's stabilization unit offers overnight crisis intervention for adults. For more information, call 417-761-5546.

**RAPID ACCESS UNIT (RAU)**—Burrell's rapid access unit provides adults experiencing an acute/crisis-based episode of mental illness/recovery an alternative/diversion to psychiatric hospitalization, emergency department or incarceration. For more information, call 417-893-7735.

**988 SUICIDE & CRISIS LIFELINE**—offers 24/7 call, text and chat access (by dialing 988 or visiting [988.lifeline.org/chat](https://988.lifeline.org/chat)) to trained crisis counselors who can help people experiencing suicidal, substance use, and/or mental health crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.



## Additional Services

**Burrell's comprehensive range of mental health services include:**

- Counseling for individuals and families
- Group Therapy
- Psychiatric Services
- Full Service Pharmacy
- Community Support/In-Home Services for Youth and Adults/School Based Services.
- Multiple Diagnosis Services
- Alcohol/substance use disorder Services for Adolescent and Adults
- Biofeedback
- Diagnostic Testing and Evaluations
- Education and Training
- 24-hour Crisis Services
- Employee Assistance Program
- Youth Residential Program
- Children's Day Treatment (3-6 years old)
- Autism Services, including emotional therapy, speech/language and applied behavioral analysis services.
- Transitions (residential, rehabilitative and pre-employment services for those recovering from serious mental illnesses).
- Developmental Disabilities Services
- ADHD



## Our Staff

Our clinical staff are highly qualified—doctoral and master's level individuals who are licensed in specialties such as psychiatry, clinical psychology, marriage and family therapy, psychiatric nursing, substance use disorder, counseling, professional counseling, clinical social work and client support staff. In addition, Burrell's staff further specialize by age, such as adults, children, adolescents and older adults, and by approach/methodology such as groups, family, diagnosis, etc.

## Appointments

Appointments can be made by calling centralized scheduling.

**Southwest Region:** 417-761-5000

**Central Region:** 573-777-8300

**Kansas City Region:** 816-254-3652

To help us provide services to as many people as possible we require that you call the centralized scheduling at your location 24-hours in advance if you are unable to keep your scheduled appointment.

## Hearing Impaired and Interpreter Services

Burrell can arrange for a certified interpreter to assist with therapy for the hearing impaired. In addition, Burrell can arrange for a language interpreter to assist with therapy if needed.

Relay Missouri is a valuable resource that provides full telephone accessibility for people who are deaf, hard of hearing, deaf-blind or speech disabled. The service is available 24-hours a day, seven days a week by dialing 711.





## Fees and Insurance

Burrell charges a fee for counseling and various fees for other services. Burrell Behavioral Health strives to serve all clients regardless of ability to pay and sliding scale discounts for essential services are offered depending on family size and income.

All psychological evaluations must be paid in full prior to the evaluation.

For all other services, you will be required to pay your fee at the time of your visit. If you are unable to pay at that time, contact the accounting staff at the Administrative Campus or your satellite office to discuss special payment arrangements or to learn if you qualify for assistance in paying fees.

Please promptly report all changes in your name, address, phone number, employment, income, insurance coverage, etc. at each appointment. If you have insurance, please bring the following information at the time of your

appointment: a copy of your insurance card, insured's name, group number, policy number and the address to which claims can be mailed.

You will be required to pay your co-pay, co-insurance and deductible, if any, at the time of each visit. We will submit your claim to your insurance company.

If you are covered by Medicaid, please bring your Medicaid card with you to each appointment. Medicaid requires that we verify your Medicaid eligibility at each visit.



## Urgent Matters

Whenever you feel you must speak to your provider you may call and request to speak to them. If your counselor is not available immediately, your call will be returned as soon as possible.

For emergencies after office hours, a mental health professional is available by contacting calling Burrell's Crisis Assist Team at 800-494-7355 (SW MO Region), 800-395-2132 (Central MO Region) or 888-279-8188 (Kansas City Region).

## Referrals

We accept referrals from physicians, schools, courts and other community agencies.

The referring agency may pay for all or part of your services. If so, a statement from that agency indicating the portion of your bill they will pay should be brought with you to your appointment.

We will coordinate your care with your primary care physician as is required by state and federal regulations governing our services.

## Employee Assistance Program

Area employers participating in Burrell's Employee Assistance Program pay all or a portion of the cost of services for their employees. Contact your personnel office to see if your company has an Employee Assistance Program and to learn about their EAP coverage. If you're covered by an EAP, please notify us when you make an appointment.



# Client Rights, Client Responsibilities and Staff Code of Conduct

## Client Rights

**The policies and procedures of Burrell Behavioral Health are designed to ensure the dignity of all clients and to protect their human rights. These rights include:**

- To receive prompt and comprehensive evaluation, care and treatment.
- To humane care and treatment.
- To be addressed and referred to on the basis of their self-identified gender, using their pronouns and name in use.
- To be informed regarding diagnosis, prognosis, in terms that are easily understandable both orally and in writing.
- To receive sufficient information to enable client to give informed consent prior to the initial of any procedure or treatment.
- To be provided with an interpreter according to policies 7.02 and 7.03, if necessary.
- To receive these services in the least restrictive environment.
- To receive these services in a clean and safe setting.
- To use restrooms which match their gender identity.
- To not be denied admission or services on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, protected veteran status, disability status, political affiliation or belief, genetics, marital status, pregnancy status, or any other legally protected status.
- To confidentiality of information and records in accordance with federal and state law and regulation.
- To be treated with dignity and addressed in a safe, respectful, age appropriate manner.
- To be free from abuse, neglect, corporal punishment and other mistreatment such as humiliation, threats or exploitation.
- To medical care and treatment in accordance with acceptable standards of medical practice, if the certified recovery service or psychiatric program offers medical care and treatment.
- To consult with a private, licensed practitioner at one's own expense.
- To have freedom from financial or other exploitation.
- To have the same legal rights and responsibilities as any other citizen, unless otherwise prescribed by law.
- To be the subject of an experiment or research only with one's informed, written consent, or the consent of an individual legally authorized to act. Research or experiments involving clients shall be reviewed and approved by Burrell's Research Committee prior to being implemented.
- Refuse hazardous treatment unless a person legally authorized to act on behalf of the client has given Burrell permission to proceed with treatment.
- Request and receive a second opinion before hazardous treatment, except in an emergency.
- To have access to and amend your records when information is thought to be inaccurate or incomplete.
- Not participate in non-therapeutic labor.
- Receive an impartial review of alleged violation of rights.
- Ask questions about the qualifications and experience of your provider. Ask questions about any procedures used in treatment.
- Have the opportunity to provide feedback to Burrell.

# Client Responsibilities

Client rights imply client responsibilities. In short, Burrell expects certain behavior on the part of clients and their families and friends as we work together to treat client illnesses and problems. Such client responsibilities may include, but are not limited to:

## Provision of Information

Clients have the responsibility to provide, to the best of their knowledge, accurate and complete information about present complaint, past illnesses, hospitalizations, medications, and other matters relating to their health and mental health. The client has the responsibility to report unexpected changes in their condition to the responsible practitioner. A client is responsible for reporting whether they clearly comprehend a contemplated course of action and what is expected of them.

## Compliance with Instructions

A client is responsible for following the treatment plan that they develop with their clinician. The client should express their concerns regarding their inability to comply with a planned course of treatment, and every effort should be made to adapt the treatment plan to the client's specific needs and limitations.

Where such adaptation to the treatment plan is not clinically indicated, the client has the responsibility of understanding the consequences of the treatment alternatives and of non-compliance with the proposed course of treatment.

## Refusal of Treatment

The client is responsible for the outcomes if they refuse treatment or do not follow the practitioner's instructions.

## Rules & Regulations

The client is responsible for following the rules and regulations affecting client care and conduct at Burrell Behavioral Health, as explained by your provider and/or treatment team. These include, but are not limited to:

- Burrell does not allow smoking on property owned or leased by Burrell Behavioral Health.
- Burrell does not allow illegal drugs to be brought to any facility location. Should illegal drugs be discovered, they will be confiscated and destroyed.
- Clients using one of Burrell's residential programs should give any prescription medications to the facility for proper distribution and safekeeping. Prescription medications shall be returned by these programs upon discharge.

- Weapons are not to be brought to any Burrell facility.
- Burrell's programs and services, with the exception of our youth child and adolescent residential facilities do not utilize seclusion and restraint. At those facilities, seclusion and restraint may be utilized to protect the safety of the residents.

## Respect & Consideration

The client is responsible for being considerate of the rights of other clients and Burrell employees and for assisting in the control of noise, smoking and distractions. The client is responsible for being respectful of the property of other persons and that of Burrell Behavioral Health.

## Client Conduct

Abusive behavior towards any professional at Burrell will result in being discharged from services. Staff have the right to end a session if they feel uncomfortable.

Staff will provide education to clients on appropriate behavior and will teach skills related to effective communication and relationship building.

# Suggestions and Complaints

Fill out a Complaints, Comments and Suggestions card located at each facility.

Discuss your suggestion or complaint with the employees who you see regularly or ask to speak to the supervisor of the program you are attending.

If you feel you have not resolved the problem, or if you wish to proceed further with your suggestion, contact Burrell's Client Advocate, who will provide for or arrange final resolution of our problem or implementation of your suggestion. You may do this by phone at 417-761-5078 or write to Client Advocate, c/o Burrell Behavioral Health, 2885 W. Battlefield, Springfield, MO 65807.





## Staff Code of Conduct

Burrell Behavioral Health is committed to a Code of Conduct that outlines the principals, standards and rules of behavior that guide decisions, procedures and systems of Burrell in a way that contributes to the welfare of our clients and employees, while respecting the rights of all constituents affected by its operations. Clients have the right to expect Burrell employees to follow the code, and the responsibility of making the appropriate Burrell supervisor, administration or advocate aware of any violations of this code. The principles of the code are:

### Access to Care

Burrell Behavioral Health is committed to providing and supporting mental health care excellence in partnership with the communities we serve. Client care and service is provided without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, protected veteran status, disability status, political affiliation or belief, genetics, marital status, pregnancy status, or any other legally protected status. Any person who needs crisis treatment at a facility in our system will be treated in compliance with all legal and regulatory body requirements.

### Accuracy of Records

All documents, financial reports or records, which include the client's medical record, are to be created in an ethical and clear manner. A signature that cannot be read must have a printed name below the signature. Any corrections or changes must be done according to our policies. Documentation must be completed within the time frame required by state and federal regulations, grants, or CARF requirements.

## Compliance Program

The corporate Compliance Program provides a framework to help Burrell Behavioral Health ensure that it conducts business in an honest and ethical manner in accordance with state and federal rules and regulations. The Program also establishes a mechanism to detect, correct and prevent errors that result in violations of the laws and regulations governing care, as well as violations of Burrell Behavioral Health's policies and procedures. Ongoing training, education, auditing, and monitoring programs are designed to assess compliance with all laws and regulations. Open communication of possible violations of our internal policies and procedures or the federal and state regulations governing mental health care is an important part of the success of Burrell Behavioral Health's Compliance Program. Burrell Behavioral Health fosters an environment to ensure employees are not punished, intimidated or face retaliation for reporting a possible concern they believe to be truthful and the report is made in good faith.

## Employee Relations and Equal Opportunity

Employees of Burrell are expected to respect and cooperate with all personnel in each department within the organizations. We are committed to equal opportunity for hiring, recruitment, retention, transfers, promotion, and education. In addition, we expect employees to treat each other, clients, and other agencies with respect and compassion. Employees will not exploit relationships sexually, socially, or financially.

## Staff Code of Conduct (cont...)

### Health and Safety

Burrell is committed to providing a safe and healthy environment. Use of alcohol, tobacco, and illegal drugs is not allowed on any Burrell premise or worksite. Employees of Burrell Behavioral Health may have access to prescription drugs, controlled substances and other medical supplies as part of their job. However, we have an ethical and legal responsibility to maintain control over these items and report any possible problems and/or missing drugs to your immediate supervisor, Human Resources or the Corporate Compliance Department.

### Harassment

Our organization is committed to maintaining a work environment that is free of discrimination and harassment. In keeping with this commitment, Burrell Behavioral Health will not tolerate harassment of those coming in contact with Burrell Behavioral Health (including employees, clients, visitors, volunteers, and vendors). If you feel you or someone else at Burrell Behavioral Health is being harassed, please contact your supervisor or the Confidential Report Line.

### Organizational Assets

All employees are charged with protecting and preserving Burrell Behavioral Health's assets by following procedures to prevent their loss, theft or unauthorized use. Using Burrell assets for unlawful purpose or unauthorized personal benefit and failing to keep accurate and complete records of all assets, liabilities, revenues, expenses or financial transactions is prohibited. Travel and entertainment expenses shall be consistent with business needs. An employee should not gain financially as a result of business travel and entertainment. Reports filed reflecting the nature and extent of expenses incurred for travel and entertainment should be accurate. It is the responsibility of those who approve such reports to take reasonable steps to ensure their accuracy.

### "Stark" Law

The self-referral, or "Stark", law prohibits physicians, providers, or staff from making referrals for specific health services to any entity or business in which the provider or a family member has a financial relationship unless an exception applies. Burrell Behavioral Health is committed to complying with the requirements of the self-referral law. All employees of Burrell Behavioral Health must comply with both these regulations and Burrell Behavioral Health policies addressing self-referrals. Violations of the Stark Law may result in the imposition of significant penalties against Burrell Behavioral Health and individual violators, including significant civil monetary penalties or exclusion from participation in Federal programs. Do not provide anything of value (cash payment or gift of any kind) to any provider or provider's family

member without contacting the Corporate Compliance Department. It is important to ensure that the payment or giving of non-monetary compensation is tracked and falls into a Stark Exception prior to providing it. This includes honorariums for speaking engagements, CME, event tickets, flowers for an event, meals, etc. Questions regarding these referrals should be directed to the Legal Department or the Corporate Compliance Department.

### Referral for Business "Anti-kickback"

Anti-kickback statutes do not allow payments, gifts, or other compensation to be made or accepted in exchange for the referral of health care business. The Anti-kickback statute has safe harbors that may apply. Burrell Behavioral Health will not participate in, and will not permit any of its employees to participate in, arrangements that violate the Anti-kickback statute unless an applicable safe harbor is satisfied. Since this is a criminal statute, violations may expose Burrell Behavioral Health and individual violators to substantial fines, exclusion from participation in Federal programs or even prison. Contact the Corporate Compliance Department if you have questions.

### Gifts

Employees of Burrell Behavioral Health are not to solicit, take, or offer any bribe, kickback, gratuity or other payment made to influence a business decision. Doing so is improper and against the law and Burrell Behavioral Health policies and procedures. Employees of Burrell Behavioral Health may not take or ask for anything of value from a third party, clients or client's family for these same reasons.

Providing free services can also create a conflict of interest, a violation of Medicare/Medicaid and is inappropriate. Employees of Burrell Behavioral Health may not offer anything of value to a government official or other third party in an effort to influence business or to gain special treatment as an individual or for Burrell Behavioral Health.

## Staff Code of Conduct (cont...)

### Professional Competence

All employees are charged with maintaining their professional competence. Employees will abide by their respective professional ethics code and the code of conduct set forth by Burrell Behavioral Health. Clients will be referred when needed services are beyond their current provider's scope. Employees will not exploit relationships with clients, or provide treatment to clients where there is a significant or close relationship. When a client leaves services, employees are to abide by their respective professional ethics code and speak to their departmental leadership with any questions regarding having a relationship with the former client. Employees are prohibited from having sexual relationships with clients and will not exhibit any behavior which could be misinterpreted as encouraging a personal, social, financial or business relationship. Strong professional boundaries will be required when working with clients and it is the employee's responsibility to engage in regular training and supervision in respect to professional boundaries and ethics.

This standard also prohibits any transfer of personal property between clients and Burrell staff members (e.g., selling a television, automobile, or other personal property), as well as any solicitation of funds for any purpose from persons served, including any fundraising for personal causes (e.g., selling cookies for a daughter in Girl Scouts, selling candy or wrapping paper for a school fundraiser, etc.). Employees will not accept money, material considerations, gifts of other than nominal value, or gratuities from clients served by Burrell, nor will they offer any such considerations to Burrell clients. Employees will not witness documents for persons served including such items as powers of attorney, guardianship paperwork, and advance directives. Employees of Burrell will avoid conflicts between any varied personal, professional, and business interests to the extent possible. If a potential conflict arises it is the responsibility of the employee to inform the Vice President (or equivalent) of their department and await further instruction. Employees will not witness any document (e.g., contract, purchase of services agreement, memorandum of understanding, etc.) from which they may personally benefit.

### Confidentiality

Burrell Behavioral Health employees may have access to information about our clients in the course and scope of doing their jobs. We have a duty to protect client health records and our organization's business records from, theft, fraud, loss and inappropriate use. Client information and financial or business information is to be released only according to policy. Employees cannot talk about a client or their treatment in public areas such as on the elevator, hallway or in areas where visitors or other clients could overhear or with another employee who does not have a business related "need to know." An employee may not look up information regarding a client that is not within the scope of their position with Burrell. Employees should not seek paper, printed, or electronic access to any confidential information out of curiosity, for malicious purposes or for financial gain. Access to client information, or employee information that is not appropriate, will result in disciplinary action, up to and including termination. Please know that electronic access to confidential information can and will be monitored. Employees have a responsibility to abide by all organization privacy and security policies and guidelines.

### Violations

The standards contained in this Code of Conduct are important, and therefore any violation will subject the offender to some form of discipline. Burrell Behavioral Health's discipline policies will be applied to any violations of the Code of Conduct. The failure to report suspected improper activity, including violations of federal or state health care program requirements or Burrell Behavioral Health policy and procedures may also constitute a violation. Possible disciplinary measures may range from a verbal or written warning up to termination, removal from the Medical Staff, approved vendor list or Board of Directors. In addition, the matter will be referred to the appropriate government agencies as required by regulation/law. The employee may also be responsible in a civil suit for losses or other damages caused by their conduct.

## Staff Code of Conduct (cont...)

### Reporting Responsibility

Burrell employees will promptly notify their supervisor, manager, director, member of the Leadership Team and or the Confidential Report Line to report any possible violations or improper conduct by employees, volunteers, vendors or agents of Burrell Behavioral Health.

### No Retaliation

Retaliation against any person who in good faith reports a concern, potential violation of the Code of Conduct, Corporate Compliance Program, Burrell policy or applicable laws is strictly prohibited. Additionally, employees

of Burrell should beware that the Federal False Claims Act protects a whistleblower from retaliation. Anyone initiating a concern through the Burrell Behavioral Health Confidential Report Line, the Client Advocacy Hotline or a report to the Commission on Accreditation of Rehabilitation Facilities (CARF) or any government agency may not be discriminated or retaliated against in any manner by their immediate supervisor, or anyone at Burrell Behavioral Health for filing a concern the lawsuit or complaint. If an employee believes they have been, or are being, retaliated against they should immediately contact the Confidential Report Line.



## Contact us for information about your location

**Burrell Southwest Region:** 417-761-5000  
**Burrell Central Region:** 573-777-8300

**Burrell Kansas City Region:** 816-254-3652  
Visit [burrellcenter.com](http://burrellcenter.com)