



PATIENT HANDBOOK

Revised 10/2023

WELCOME TO EVEREST RECOVERY

We are happy that you made it! You have come to the right place to overcome your dependency and to get your life back. We know that it wasn't easy to get here, so take a minute to congratulate yourself, and then let us be the guide on your journey to recovery. It is our goal to help people from all walks of life by providing them with the highest level of care in a comfortable and supportive medical setting.

At Everest Recovery you will receive medication, along with individual and group therapy. Medication alone will not control the desire to get high, but the appropriate amount of medication will eliminate the overwhelming physical need to use. Moreover, individual and group therapy will provide the tools that you need to fight cravings and rebuild your life.

Medication is not a cure for opiate dependence, but it is an effective treatment when taken as prescribed. Thousands of patients just like you have resumed meaningful lives while in treatment.

Eligibility

We Treat Patients Who:

- Are at least 18 years of age
- Have a history of addiction for at least one year
- Are currently experiencing a physiological dependence
- Provide their consent in writing to voluntarily participate in medication assisted treatment
- Present photo identification and proof of insurance at the time of admission
- Are currently pregnant (Pregnant women may be admitted without proof of current dependence).
- In accordance with Federal Regulations, priority for access to treatment will be given to applicants who are pregnant or have tested positive for HIV.

We Want to Know What You Think

Everest Recovery wants to know what you and your family thinks. In addition to talking with your counselor and other Everest Recovery associates, you can communicate with us in a number of other ways:

- Patient Focus Groups
- Patient surveys, questionnaires, suggestions
- Grievances

Feel Shy About Expressing Yourself to Others? Everest Recovery has individual clinic location pages on our website where you may submit questions or comments to your clinic location, or to the corporate office directly.

Opportunities to Help Us Improve

The Home Office Management Team will:

- Log all grievances
- Aggregate data
- Identify trends for resolution

Patient Grievance

It is the policy of Everest Recovery to afford patients the opportunity to pursue a resolution to any concerns in a structured format that provides fair and equitable due process. Patients are encouraged to voice their complaints and/or concerns. It is Everest Recovery policy to review and respond to grievances submitted by both current and prior patients.

All associates will be trained on the Everest Recovery process and tactics for grievance resolution. A record of training shall be maintained in each associate file. The burden of proof is on Everest Recovery to demonstrate compliance with policies and standards to ensure each patient's rights.

Patients will be informed of the Everest Recovery process during orientation to treatment services. In addition, they will receive this Patient Handbook, which details the procedures. Laminated signs detailing the grievance process will be posted in a conspicuous location within the clinic.

Patients who file a grievance will in no way be subject to disciplinary action or reprisal in any form, including denial of services or loss of privileges because of filing the grievance. The patient has the right to immediately contact the state regulatory agency if they perceive a threat of retaliation or imminent danger.

During the formal grievance process, the patient may request the assistance of a representative, of his/her choice. The patient will also be entitled to review any material obtained in the grievance process, except when it would violate another patient's confidentiality. The patient would have the right to present witnesses who can offer information that is pertinent to the grievance, and the patient is entitled to receive written findings and recommendations.

STEPS OF GRIEVANCE PROCESS

Everest Recovery encourages the resolution of day-to-day issues informally with the patient and their counselor. If the problem cannot be resolved to the satisfaction of the patient, the counselor will advise the patient of the grievance procedure outlined in this written plan. Patients with unresolved grievances will be offered assistance with writing and submitting their complaint to a Patient Advocate. If requested, the patient may receive access to another Patient Advocate.

Level - One, Clinic:

1. A written grievance will be filed with the Program Director of the clinic in the event that the patient cannot resolve the issue informally.

2. If the grievance involves the Program Director the grievance will go directly to Level - Two Home Office and should be submitted via the electronic [Patient Grievance form](#) found on the Everest Recovery Centers main homepage, everest-recovery.com.
3. The Program Director, or designee, will arrange a face-to face meeting with the patient within 2 business days of filing the grievance to work toward a resolution with the patient. In the event that the patient does not agree or is unwilling to meet with the Program Director or designee within 2 business days, the Program Director may extend the timing. The associate or Program Director documents that the accommodation was done at the patient's request.
4. The Program Director will issue a written response to the patient within 5 Business days of filing the grievance.
5. The patient's record will reflect documentation of the grievance, the meeting with the patient, and the outcome of the meeting.
6. A copy of a resolved Level - One grievance must be sent to the Global Patient Advocate at Home Office, for data analysis and knowledge management.

Appeal of Initial Decision, Level – Two, Home Office

1. If the patient is unsatisfied with the findings at Level One, the patient or consented representative may appeal the decision in writing or verbally to the CEO within 5 days of receiving the decision from the clinic. Program Director will be notified of the Level Two Home Office grievance. The Chief Executive Officer and a clinic representative will compile information. The information being collected will entail and not be restricted to:
 - Review of the patient's record
 - Discussions with the patient, clinic director or additional associates
2. Any administrative action will be postponed until the Home Office has made a final determination of the investigation.

Exceptions:

- The Medical Director can make an exception if the medical benefit outweighs the postponement. In these unique situations, a clinic note will indicate the reason for the exception in the patient's record.
- If the Program Director, Medical Director, and Clinical Supervisor agree that a patient must be immediately discharged with or without detoxification, due to imminent health and safety issues, then action against the patient **will not** be postponed until an investigation is complete. The clinic will make every effort to refer or transfer the patient to another program or level of care if there are ongoing medical and/or psychological concerns.
- In the instance of take-home revocation – no reinstatement will be made until final determination of the investigation.

3. The CEO will make a determination as to whether or not there is a need for an investigation. The CEO will be responsible for providing the patient with any subsequent written formal responses. CEO findings will be documented.
4. If there is NO need for an investigation by the CEO, the recommendations of the CEO will be sent to the Director and the patient will receive a formal written response from the CEO.
5. CEO findings will be documented and a formal written response will be provided to the clinic director and patient.

Appeal of Grievance or Home Office Level Decision Level - Three

1. If an investigation by Corporate Compliance was not warranted and the patient is not satisfied with the Level –Two Home Office Decision, then the patient will be provided with contact information to appropriate independent external agency(s)
2. If a citation or directive results from consultation with an independent external agency, then Everest Recovery will acknowledge and follow their recommendations.
3. Home Office Management Team will log the results and determine appropriateness of process, opportunities for improvement and present in the Stakeholders Report.

The Global Patient Advocate can be reached by emailing advocate@everest-recovery.com .

All associates will be trained in the implementation of the grievance process.

Any grievance against specific associates will be handled in accordance with personnel policies.

Confidentiality

There are confidentiality laws that protect your information.

You Should Know:

Everest Recovery will comply with all state and Federal regulations, HIPAA & 42 CFR PART 2 (June 9, 1987) and all state regulations governing confidentiality. When Federal and state requirements on this subject differ, Everest Recovery will adhere to the stricter of the two regulations.

Everest Recovery Will Not Disclose Any Information Identifying You Unless:

1. We are sharing necessary information among our staff
2. We are giving general information outside the clinic which cannot identify you as an individual
3. You give us written permission, with the following conditions:

- Any information released about you to individuals, organizations, employers and/or agencies, including spouse or partners, parents, children, friends, other patients, third party payers and the justice system will be done so only with your prior written consent.
 - Federal regulation does not allow for verbal authorization or blanket consents.
 - Forms utilized for the purpose of consent to release of information must be filled out appropriately and completely, and a copy offered to you. You will not be asked to sign a blank release.
 - The release must identify to whom the information is being given, what specific parts of the record must be released, the reason for releasing the information, and the time period the release is valid.
 - You may revoke a release at any time.
4. We have special agreements with other service provider who promise to obey confidentiality regulations and who cannot disclose that information to any other party
 5. When there is a medical emergency (this may include providing information about your dose level and dates if you are hospitalized or jailed)
 6. When a judge issues a specific written court order which identifies what parts of the record must be released
 7. For research and audit purposes when specific information identifying you cannot be disclosed
 8. We believe you have committed a crime on the clinic premises.
 9. You make statements and we suspect that there has been child abuse and/or neglect.

About Medication Assisted Treatment

Medication assisted treatment is proven to be an effective way to treat opiate dependence. However, all medications have their own specific properties that you should be aware of.

It is important that you tell an Everest Recovery nurse or doctor if you are being prescribed any other medications and it is equally important that you tell anyone who is prescribing other medications that you are receiving medication assisted treatment. As part of your treatment, Everest Recovery medical associates will want to communicate with other treatment providers.

There are some medications that will affect your reaction to other medications by either making it less effective or by exaggerating the effects.

Safety

Some medications that may cause the liver to process your medication more quickly and require an increased medication dose:

Carbamazepine (Tegretol)	Phenytoin (Dilantin)
Nevirapine (Viramune)	Rifampin
Efavirenz (Sustiva)	Amprenavir (Agenerase)
Ritonavir (Norvir)	Phenobarbital
St. John's Wort (over the counter)	

Some medications that may cause withdrawal and **SHOULD NOT** be taken:

Pentazocine (Talwin)	Naltrexone (Revia/Vivitrol)
Tramadol (Ultram)	Zidovudine
Any MAO Inhibitors (Nardil, Parnate, Marplan, and Emsam)	

Some medications whose initial reaction may be over sedation but then may cause withdrawal:

Benzodiazepines (Valium, Xanax, Klonopin, and)	Barbiturates
Alcohol	

There are always new medications available, so the safest way to ensure that you will not have any interaction effects is to take all medications to the Everest Recovery nurse for validation and review.

If you do not "feel right" on the amount of medication prescribed, it probably is not right and you should speak to your counselor.

Overdose Risks

You should be aware that there are some behaviors that may put you at risk for an overdose:

- Exaggerating your habit when you enter treatment
- Not telling anyone if you are getting high / intoxicated on your dose
- Telling Everest Recovery associates that you are still in withdrawal to get more medication
- Being over sedated and telling people that you are just tired and need to be left alone

Other Tips:

- If you are still using, don't use alone
- Don't use in combination with other drugs, particularly unknown drugs
- If you stop taking your medication don't think you can resume your use at the same level (This is a major cause of overdoses)

Signs of Overdose:

- Not breathing
- Turning blue
- Not responding
- Snoring deeply
- If you encounter someone in any of these states, **call 911 IMMEDIATELY**. Do not attempt to let him or her sleep it off.

Think Twice – Never Share Your Medication with Anyone

At Everest Recovery, we are aware of the results of patients sharing their medication with others. This can be deadly. Whether well-intended to help someone you care about who is in withdrawal, or because you are trying to make some extra money, be aware that it is illegal, and you may end up facing legal charges. You risk everyone's opportunity to get treatment when you make this sometimes fatal and always illegal mistake.

Services

Let Us Help

We understand how drug addiction effects the relationships that are important to you, so Everest Recovery associates are happy to provide education and counseling to your loved ones. We can also help you to begin to mend the gap that has divided you through couples counseling and other family counseling services.

Everest Recovery works closely with community resources, such as local employment agencies and vocational training centers. A counselor may be able to assist you in obtaining educational assistance or job placement.

If you or your counselor thinks that you may have some other problems that should be treated, you will be referred to another provider for the needed service.

Our competent associates are able to provide the services or links to services that will offer you the best opportunity to have a full recovery from the effects of your addiction. Let us help you to get all that you deserve.

Some Everest Recovery sites offer “Buprenorphine or Suboxone®”, another type of medication-assisted treatment; contact us for more information on that service.

We Are Here for You 24/7

Access to Everest Recovery staff is available for **emergencies** 24 hours a day, 7 days a week.

- Just call the regular number for your clinic and it will page an Everest Recovery associate who will return the call as quickly as possible. Routine business calls will be returned during normal business hours.
- Emergencies typically involve medication issues, which need to be addressed immediately. Scheduling or rescheduling appointments are not emergency situations.
- Patients with medical emergencies or mental health emergencies need to contact or go to the nearest hospital emergency room or call a mental health provider. Your clinic has a cooperative agreement with these providers and posts the names and phone numbers on the clinic door.

What is Success?

You Too Can Be a Success Story

Success is defined in different ways for different people, find your own definition of success and let us help you make it a reality

- Re-establish your relationships
- Manage, or reduce some of the problems you have had to deal with because of your addiction, by discontinuing your drug use
- Change some of the things you do which may have caused you problems in the past
- Feel more in control of your life
- Find new sober friends to help you continue on the road to success and become involved with self-help groups that will give you the support you need
- Reduce your medication at a rate that YOU can handle and transfer to our aftercare, or our medication free service program
- Finish your aftercare program and meet your goals for discharge

Expectations

Leaving Suddenly Can Cause You Problems Sudden and impulsive termination of medication-assisted treatment is dangerous. It can cause severe withdrawal symptoms and will almost certainly cause you to return to drug dependence. If you believe that you have a problem or concern, which might cause you to leave suddenly, please see your counselor or a program administrator as soon as possible for assistance.

Sometimes It Just Doesn't Work Out

Involuntary administrative termination is the withdrawal of treatment services by Everest Recovery because of one or more of the following reasons:

- You present a danger to yourself, other patients or the staff
- You have had no contact with the clinic for thirty days or have not dosed for more than seven days (absent without leave)
- It is clear you have not worked towards treatment goals outlined in your treatment plan
- You have been non-compliant with contracts and treatment plan

An involuntary withdrawal generally lasts between 10 and 21 days, depending on clinical and medical conditions.

Everest Recovery reserves the right to immediately discharge you if, in the Program Director's judgment, the safety and well-being of the program and associates is being threatened. Here is an example of grounds for immediate discharge. Ex: Patient threatens or assaults an associate or any other individual on the premises.

Do Your Part

People enter medication assisted treatment feeling overwhelmed by their dependence on heroin or other opioids. Not everyone who comes to Everest Recovery has the same treatment goals.

Regardless of why you are here, Everest Recovery expects that you want to change something about yourself and your life. We believe that we have services that can help you do that, we are here to help you make the changes that you need in your life.

Let's Not Forget the Rules

Everest Recovery has a number of rules that every patient must follow in order to maintain a safe and workable recovery environment for everyone.

- In order to complete a nursing assessment hats and sunglasses must be removed at the dosing window.
- Beverages and/or children are not allowed to be present at the dosing window.
- Weapons of any kind are not allowed within the clinic or on the clinic grounds.
- Possession or sale of illicit substances on or around the Everest Recovery premises will not be tolerated.
- Verbal and physical abuse of patients and staff is not tolerated.
- You are expected to respect Everest Recovery property.
- Smoking is not allowed within the clinic, only in designated areas outside.
- Loitering in or around the clinic or on surrounding properties is not allowed.

- You are not allowed to bring recording devices into the clinic.
- You are expected to make and keep scheduled appointments. Missing appointments without notification or repeatedly rescheduling appointments may result in a treatment agreement.
- You are expected to pay the treatment fee on time, either through self-payment or by maintaining insurance or other 3rd party payers.

When You Are Ready

When you are ready, and when it is the appropriate time, speak to your counselor about take home medication. Take homes are often a big part of how you define success. Relax, define success on your own terms, take your time, and focus on the life changes that need to happen to make it work.

When You Work With Your Counselor You Can't Fail

Drug tests are used to help guide your treatment; there really is no pass or fail when you work with your counselor to improve your life and meet your goals. Drug testing is important for the Everest Recovery medical staff in making decisions about your medication needs. Everest Recovery will not discharge you solely for positive drug test results; however, it may result in a treatment agreement.

Generally, Everest Recovery randomly observes you by camera when providing urine. Sometimes we may ask to observe you in person.

Although the state and federally approved labs are reliable, positive results may be confirmed upon request. There may be a fee for this service.

Payment

What About Money?

Weekly fees are to be paid every Monday. Financial problems should be brought to the Program Director's attention in order to work out a financial agreement.