
Code of Ethics

Telecare Corporation is committed to responsible corporate conduct. Our compliance program was designed to prevent and detect fraud and abuse, improve internal communications, encourage clients, staff and customers to report any potential problems, and provide a system to investigate and correct any suspected compliance problems.

Our Mission

Telecare's mission is to deliver and manage excellent services and systems of care for persons with serious mental illness.

Our Statement of Purpose

We exist to help people with mental impairments realize their full potential.



Telecare Mental Health Services of North Carolina, Inc.

Crisis Recovery Center at Kannapolis Orientation Pamphlet

**Serving Residents of Cabarrus, Davidson, Rowan,
Stanly and Union Counties**

1309 S. Cannon Blvd.

Kannapolis, NC 27083

800-939-5911 (Piedmont Behavioral Healthcare Access Line)

704-933-3212 (Direct Program Line)



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Telecare Corporation

We exist to help people with serious mental illness realize their full potential

Crisis Recovery Center

This program was created to support individuals who are experiencing a crisis and need additional resources and support. Grief, stress, anxiety and fear may be triggers that make a person feel as though he or she is unable to cope. Crises can also be related to mental health issues, alcohol or drugs, or developmental disabilities.

Why the Program Exists:

To help people cope with immediate crises and avoid unnecessary psychiatric hospitalization in acute and state hospital settings.

Your Role as a Partner in Treatment:

This is a voluntary program. You have a choice to receive our services and we encourage you to let us know how we can help. This program emphasizes teamwork, responsibility, empowerment and choice. You are an important member of this team. We take your lead on setting goals on your Client Plan. Because of this, it is important that you ask questions and actively communicate with staff.

Services We Provide:

- Comprehensive assessment and screening
- Facility-based crisis stabilization
- Non-hospital medical detox from substances
- Medication support
- Petition evaluations
- Case management and linkage with community resources such as mental health, and housing, educational and vocational supports
- Discharge planning
- Transportation

Hours:

- 24 hours a day, 7 days a week, 365 days a year

Payment for Services:

Services can be paid for by federal, state, local or private insurance. Or, individuals can pay for services themselves.

Client Rights

Individuals with mental illness retain all personal and civil rights, benefits, and privileges guaranteed by law which include, but are not limited to:

- To treatment
- To refuse treatment
- To confidentiality and protection of health information
- To read personal treatment records
- To participate in treatment decisions
- To be free of restraints and seclusion
- To be informed of the provisions of law regarding complaints and of procedures for registering complaints confidentially
- To be treated with dignity and respect
- To be protected from abuse, including psychological abuse and humiliating, threatening or exploitive action
- To privacy
- To be free from harassment
- To be free from financial abuse
- To be considered legally competent unless there has been a court decision of incompetence
- To have all privileges of citizenship including the right to be represented by an attorney during civil commitment proceedings
- To vote, make contract, make a will, hold and transfer property, marry, have a driver's license and manage own affairs

Clients will not be denied any of the above mentioned rights on the basis of spiritual belief, cultural orientation, gender, sexual preference, marital status, physical situation, social preference, or psychological characteristics.

Complaints & Grievances? If you have concerns or feedback about the services you receive, please talk to program staff or program administrator. You can also call us at **704-933-3212**. If your concerns are not adequately addressed by the program, you can call Piedmont Behavioral Healthcare Concern Line at **1-888-213-9687**. The Concern Line is a toll-free voice mailbox that does not require you to provide your name. You may choose to leave a message or speak to an individual.
