

Client Care Notification

Client Rights

ACCA maintains a patient care policy focused on the mission of the agency while promoting meaningful participation, inclusion and self-determination for each client or family. ACCA clients and families will have the opportunity to create strengths-based and person-centered activities promoting growth that support their goals.

Hours

ACCA is open Monday through Friday from 8:30am to 4:30pm. Providers will work with clients to schedule appointments which may occur outside of the regular business hours if agreed upon by both the client and provider.

Communication

ACCA has designed and adapted our service model to support services, as appropriate, to accommodate the visual, auditory, linguistic and motor abilities of clients. Please inform ACCA of how you best communicate.

Fees

ACCA may charge a fee for services provided. All fees are reviewed and set annually. Rates are billed based on the specific services provided. Fees specific to your services are outlined in your payment agreement, if applicable

If you receive a bill from ACCA for an unexpected amount, please call our office at 907-456-4003 and we will work with you to resolve the situation.

Confidentiality

ACCA staff follow procedures outlined in the Protection of Health Information and Confidentiality policy and procedures in order to safeguard confidential information. ACCA Staff will not release client records or details of service without written permission except in specific legal circumstances described in this policy. ACCA clients and/or their legal guardians have a right to access their ACCA Records. A Privacy Notice summarizing this policy is provided to each client and is available on the ACCA website or by request.

Mandated Reporting

Under state law, ACCA service providers are mandated reporters of abuse and neglect of children and vulnerable adults. If a provider suspects or becomes aware of abuse or neglect a report will be made to Child or Adult Protective Services within 24 hours.

Technology Based Service Delivery

ACCA may recommend technology-based services for clients. Clients will be advised if the service is HIPAA compliant when video conferencing is utilized. Clients may decline services delivered through video conferencing at any time.

Grievances

All ACCA clients have the right to initiate a formal grievance procedure without interference or retaliation. If clients have difficulty with ACCA services, they are encouraged to speak directly to their provider or contact the Executive Director. If the situation cannot be resolved informally the client may follow the steps below to initiate a formal grievance. Clients in certain programs may have specific rights for dispute resolution under State and Federal laws. These rights will be described upon enrollment in those programs.

ACCA Grievance Procedure:

1. To initiate the grievance process, a client or authorized representative should write a letter or email to the Executive Director detailing the client's name, the date, the date of any incident referenced, the names of the persons involved, a description of the incident or situation that prompted the grievance, and any proposed resolutions, if applicable.
2. Upon receipt of a grievance, the Executive Director will review the events as described by the grieving party and obtain verbal and/or written statements from other involved parties. The Executive Director shall make a written decision regarding resolution of the situation within seven (7) days of receipt of the grievance.
3. If the client is dissatisfied with this decision, he/she may request a review by a Board of Directors designee by presenting a written request to the Executive Director within seven (7) days of receipt of the decision. The request for review shall contain the original written document and a copy of the Executive Director's written decision.
4. The Executive Director and Board designee will review all material submitted and conduct face to face interviews with all pertinent parties. The Board Designee will prepare and sign a written decision within ten (10) days of receipt of the request for review. This decision is final.

Discharge

Patients may be discharged as a result of:

- Physician, client or provider decision
- Lack of client and family attendance/compliance
- The individual demonstrates behavior that interferes with improvement or participation in treatment (e.g., noncompliance, malingering), providing that efforts to address the interfering behaviors have been unsuccessful.

All policies are available for review by contacting our front office at 907-456-4003.

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