



# MiSide Health Client Handbook

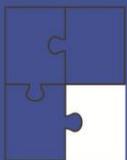
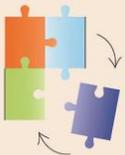
2025

## Administration

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Detroit, Michigan 48210  
313 - 481 - 3102

## Administration

17421 Telegraph Rd.  
Detroit, MI 48219  
313 - 531-2500



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## WELCOME

### **WELCOME**

MiSide Welcomes You!

Welcome to MiSide, a Community Impact Network dedicated to providing expert support and guidance with every side of life. One trusted full-service partner, people of all ages and backgrounds can go to for help with everything from early childhood development to mental health and wellness to employment and wealth management even finding a place to call home. There's always an upside to working together, especially when you're working with the best to make the world a better place for everyone. Get ready to see it firsthand with MiSide.

MiSide is an experienced leader in behavioral healthcare with a strong reputation for client-focused, innovative solutions to complex and challenging psychiatric, family, and social issues. Our approach to services is client-driven and proactive, providing you with the best resources to help you reach your goals. MiSide offers you a variety of treatment services with well-trained and culturally diverse clinicians. We are convinced that our staff can help you address and resolve the significant behavioral health issues facing people of all ages and all walks of life. Our goal is to understand your needs and to exceed your expectations through working together with you.

MiSide is an independent contract provider to the Detroit Wayne Integrated Health Network (DWIHN) the government organization that runs Wayne County's Medicaid specialty services programs. MiSide's CCBHC is funded through the Michigan Department of Health and Human Services (MDHHS). We are also funded through a variety of federal, state, local, and private sources.

This client handbook spells out procedures and requirements for both Detroit Wayne Integrated Health Network (DWIHN) and Certified Community Health Clinic (CCBHC) consumers. Your assigned clinician will assist you in determining which program you belong to. Please contact your assigned clinician or MiSide Customer Service at 1-855-2-MiSide or 1-855-264-7433 for additional questions.

This client handbook will provide you with a general overview of our organization, an introduction to our services, and specific information about how to access these services. After reviewing this handbook, please contact

your assigned clinician if you have any questions or would like any additional information.

## ORGANIZATIONAL OVERVIEW: WHO ARE WE

### **Our Vision**

To provide people of all ages in Wayne County with the support they need to succeed and prosper in life, so they can feel empowered to follow their dreams and give back to their communities.

### **Our Mission**

To ensure that children, individuals, families, and communities have access to great healthcare, quality education, a comfortable home, and the money they need to build a life they desire.

### **Our Values**

Equity, Innovation, Accountability, Community, Persistence, Stability

In 2023, Southwest Solutions and Development Centers, two Detroit nonprofits committed to improving the lives of individuals and families, merged to form MiSide. MiSide serves nearly 25,000 clients across Detroit and Wayne County, ensuring that children, individuals, families, and communities have access to great healthcare, quality education, a comfortable home and the money they need to build a life they desire.

MiSide intends to address this trend by providing a more personal level of care that helps with every side of life and is unique to the needs of each community it serves through its four pillars of service:

### **MiSide Early Years**

Early childhood education and family services

### **MiSide Health**

Integrated behavioral and physical health services for children and adults

### **MiSide Housing**

Affordable housing for families and individuals

### **MiSide Wealth**

Employment and education services for adults and youth

The services offered by MiSide are the same as previously provided by Southwest Solutions and Development Centers. Both SWS and DCI have

received highest level of accreditation through CARF and will be reaccredited together in 2026.

MiSide has expanded access to programs like its Certified Community Behavioral Health Clinic (CCBHC), which provides treatment to clients experiencing mild to moderate symptoms and the Head Start and Early Childhood programs.

MiSide Community Impact Network (MiSide) is a private, non-profit corporation that provides four pillars of service (early years, health, housing, and wealth) to residents of Detroit and Western Wayne County. MiSide is a newly formed organization as of October 1, 2023. MiSide was formed through the combination of Development Centers and Southwest Solutions. MiSide's mission is to ensure that children, individuals, families, and communities have access to great healthcare, quality education, a comfortable home, and the money they need to build a life they desire.

The mission of MiSide is to ensure that children, individuals, families, and communities have access to great healthcare, quality education, a comfortable home, and the money they need to build a life they desire. MiSide adheres to this mission in a way that reflects a commitment to the people of Southwest Detroit and the surrounding community, which is home to more than 100 different ethnic groups including a large Arabic community and the largest Hispanic population in the State of Michigan. We make every effort to ensure that our staff reflect the makeup of the community and can respond effectively to the needs of our clients. A copy of the organizational chart is available upon request.

## AVAILABLE SERVICES

MiSide offers a variety of services. A Social Determinants of Health (SDOH) screener is present in all lobbies to connect consumers with all MiSide services. An access clinician will work with you to determine which services best meet your needs. You will be directly involved in the development and planning of your services through a process called Person-Centered Planning (PCP). Listed below are all the services MiSide provides. Eligibility, based on your needs, goals, and insurance, will vary depending on the service.

### **General Services**

- Initial Screening and Evaluation
- Psychosocial Assessment
- Treatment Planning
- Assessment and Referral for Hospitalization/ Residential Treatment
- Information and Referral to community resources
- Case Management

- Crisis Intervention
- Psychiatric Diagnostic Evaluation
- Medication Review and Education
- Outpatient Therapy
- Group Therapy
- Psychiatric Nursing Support Services
- Behavioral Urgent Care

### **Specialized Programs for Adults**

- Supported Housing
- Supported Employment
- Integrated Treatment for Co-Occurring Disorders (co-occurring mental health and substance use disorders counseling)
- Integrated Health Services (coordination of mental health and physical health)
- Dialectical Behavior Therapy
- Prolonged Exposure Therapy (evidence-based treatment for PTSD)
- Evidence-based treatments for trauma
- Health and Wellness Programming
- Psychological Testing
- Intensive In-Home and Community-based Services

### **Specialized Programs for Children and Families**

- Infant Mental Health
- Wraparound Services
- Intensive Home-Based Services
- Cornerstone (Transition Age Youth) Program
- Youth United
- Prevention Services
- Psychological Testing
- School-Based Services
- Youth/Family Groups
- Juvenile Justice Case Management
- Multi-Systemic Therapy (MST)

MiSide's Consumer Advisory Board's mission is to offer input and to be a voice for all consumers. The Consumer Advisory Board (CAB) is a way to voice informed perspectives on policy and planning issues that impact the recovery, resiliency and rights of persons with mental illness and substance use disorders. MiSide's Consumer Advisory Board is open to all members to

participate in. MiSide has two CAB's, conveniently located in Northwest and Southwest Detroit for consumers to attend. Meetings are held in person at:

**Northwest**

19750 Burt Road, Detroit, MI 48219

**Southwest**

1700 Waterman, Detroit, MI 48209

Virtual attendance is available per request. Meetings occur monthly, with transportation provided for eligible consumers. Interest forms are available for consumers to fill out in all MiSide lobbies. MiSide's Northwest CAB information can be found on the [MiSide website](#)<sup>1</sup>. For questions about Northwest CAB enrollment, please contact Brittney Carnahan at (313) 428-6946. For questions about Southwest CAB enrollment, please contact Katy Pelot at (313) 625-4927.

**APPOINTMENTS**

You are expected to keep appointments as scheduled. To avoid delays in services, please be on time for all scheduled appointments. If you must cancel an appointment, you should provide at least 24-hour advanced notice by calling the appointment desk at your service location.

**Adult Counseling**

1700 Waterman  
Detroit, MI 48209  
(313) 841 – 8900

**Adult Mental Health Services**

24424 W. McNichols Rd.  
Detroit, MI 48219  
(313) 531-2500

**Children, Youth and Families**

5716 Michigan Avenue  
Detroit, MI 48210  
(313) 963 – 2266

**Youth and Family Services**

19750 Burt Rd.  
Detroit, MI 48219

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<sup>1</sup> <https://miside.org/about/consumeradvisoryboard>

(313) 531-2500  
**MiSide Early Years**  
19750 Burt Rd.  
Detroit, MI 48219  
(313) 531-2500

If you miss a scheduled appointment, please make sure to call your service location's appointment desk right away to reschedule the missed appointment. If you miss an appointment without giving notice, the missed appointment is considered a "no show" appointment. Your case may be closed for not following the "no show/missed appointment" policy. For more information regarding this policy, please refer to our Missed Appointment Policy handout provided to you during your orientation meeting or ask your assigned clinician.

## MEDICATION

Medications may be prescribed for you by one of our Psychiatrists or Nurse Practitioners. The prescriber will discuss the medication(s) with you and provide education regarding proper usage. You are expected to take the medication as prescribed. Please discuss all concerns and side effects with your prescriber.

Our staff will work with you to obtain all the medications prescribed to you by MiSide. This is made possible by utilizing samples and applications for indigent drug programs from pharmaceutical companies. Please speak with your assigned clinician, prescriber, or a supervisor regarding medication assistance.

## COORDINATION WITH MEDICAL DOCTORS

To ensure you receive the best care possible, it is essential that all the doctors you see communicate with one another. That is the reason why we ask you at your initial intake appointment and at various points throughout your services to inform us about the doctors you see and any new medical conditions you have. We also need to know about any changes in medications that your other doctors prescribe for you to better coordinate all medications you may be prescribed.

To help us with the communication process, we ask that you inform your assigned clinician and psychiatrist of all of your current doctors' names and addresses and sign consent forms for us to receive necessary medical records. MiSide in turn will send relevant medication information, such as medication

dosages and lab reports to your doctors so that they will be aware of any possible drug interactions and avoid ordering duplicate medical tests.

## GUARDIANSHIP ISSUES

For adults with court appointed guardians, the guardian is responsible for making treatment decisions on behalf of the client. For children (under the age of 18), the parent is considered the guardian, unless guardianship has been granted to someone else by the probate court.

The court appointed guardian must provide MiSide with a copy of the current Letter of Authority issued by the probate court. The guardian must also sign all the necessary consents for treatment and forms authorizing release of information to and from other organizations. We welcome and expect full participation of court appointed guardians in the Person-Centered Planning process.

## CUSTOMER SERVICE (CCBHC)

Customer service is very important to us. We are client-driven and your opinion/input matters to us. We are here to help you understand your service needs and treatment options. That is why MiSide employs bilingual staff - so we can better serve the community. We make accommodations for language services, as well as other needs, such as hearing impaired and physical disabilities. All accommodations are provided at no cost to you. If you need more information or have questions about accommodation requests, please speak with your assigned clinician or contact the MiSide Customer Service Specialist at 1-855-2-MiSide or 1-855-264-7433.

Michigan Relay is a communications system that allows hearing persons and Deaf, hard of hearing, or speech-impaired persons to communicate by telephone. Hamilton Relay is the contracted service provider for Michigan Relay. Hamilton Relay works with the local exchange carriers in Michigan to provide this service. Users may reach Michigan Relay by dialing 7-1-1. Michigan Relay is fast and easy to use. There is no additional charge to use this service. Only normal telephone charges will be applied. There are no limits to the length or number of calls you place. Questions or concerns about Michigan Relay can be directed to your local telephone provider or contact Hamilton Relay at:

**Customer Care - Hamilton Relay**

(844) 578-6563

E-mail: [mirelay@hamiltonrelay.com](mailto:mirelay@hamiltonrelay.com)

## PERSON CENTERED PLANNING (CCBHC)

Person-Centered Planning (PCP) is a process used to design your individual plan of mental health supports and services. This PCP brochure has been provided to you during your initial orientation/intake appointment with MiSide. CCBHC consumers are informed of Person Centered Planning at intake.

## FEES AND BILLING (CCBHC)

Fees are based on the ability to pay. You have the right to know all the facts about any charge or bill that you receive, no matter who is making payment. An estimated cost of services will be offered during the Person-Centered Planning process. This is an estimate of service costs and is not a bill. In some private insurance plans, you may be required to pay for certain treatment services. Payment must be made at the time service is rendered.

### Sliding Fee Discount Scale 2025

Sliding Fee Scale daily amounts are based on your ability to pay, as established by the chart below. Annual income limits in the charts are based on the 2025 Federal Poverty Level (FPL) guidelines and are updated annually. Your sliding fee scale daily visit amount is determined at least annually, or whenever your financial situation changes. No one will be denied access to services due to an inability to pay.

*Revised 11/5/2025*

<b>Family Size</b>	<b>Annual Income (at or below 100% of FPL)</b>	<b>At or below 150% FPL</b>	<b>At or below 200% FPL</b>	<b>At or below 300% FPL</b>
1	\$15,650	\$23,475	\$31,300	\$46,950
2	\$21,150	\$31,725	\$42,300	\$63,450
3	\$26,650	\$39,975	\$53,300	\$79,950
4	\$32,150	\$48,225	\$64,300	\$96,450
5	\$37,650	\$56,475	\$75,300	\$112,950
6	\$43,150	\$64,725	\$86,300	\$129,450
7	\$48,650	\$72,975	\$97,300	\$145,950
8	\$54,150	\$81,225	\$108,300	\$162,450

For families larger than 8, add \$5,500 per additional person to the 100% poverty level (multiply accordingly for 150%, 200% and 300%)

### Sliding Fee Scale Tiers

Tier	Income as % of Poverty Guidelines (PG)	Patient Pays (% of Standard Charge)	Discount
Tier 1	< 100% PG	0-10%	90-100% discount
Tier 2	> 100%-150% PG	10-30%	70-90% discount
Tier 3	>150%-200% PG	30-50%	50-75% discount
Tier 4	>200%-300% PG	50-75%	25-50% discount
Tier 5	>300% PG	100%	No discount

### YOUR RIGHTS AS A MISIDE CLIENT (CCBHC)

As a MiSide client, you have several rights regarding your treatment and services. If, at any time, you feel that your rights as a recipient of mental health services have been violated, you may file a grievance or recipient rights complaint with the MiSide Customer Service Specialist at 1-855-2-MiSide or 1-855-264-7433. Please refer to the Recipient Rights Brochure provided to you during your initial orientation meeting for further details or direct inquiries to:

**CUSTOMER SERVICE SPECIALIST  
MiSide Community Impact Network  
DETROIT, MICHIGAN  
1-855-2-MiSide or 1-855-264-7433**

### Recipient Rights

Every person who receives public mental health services has certain rights. These rights include:

- All civil rights are guaranteed by state and federal law.

- The right to be treated with dignity and respect, without abuse or neglect.
- The right to confidentiality.
- The right to an investigation of my complaints.
- The right to obtain a copy or summary of my client record, unless the clinical supervisor, program director, psychiatrist, vice president of programs, or president/CEO recommends otherwise.
- The right to refuse services and be informed of the consequences.
- The right to refuse to be part of a research project.
- The right to treatment suited my condition.

The Michigan Mental Health Code protects some rights. A copy of the Michigan Mental Health Code is available for your review. More information about your rights can be located in the Recipient Rights Brochure provided to you during your initial orientation meeting.

### **OUR PRIVACY COMMITMENT TO YOU**

MiSide cares about your privacy. The information we collect about you is private. We are required to give you this notice of our privacy practices. Only the people who have the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for emergency treatment, payment, business operations, or when we are required to do so. We understand that medical information about you and your health is personal. We are committed to protecting your information. More information about our privacy statement can be found on our [website](https://miside.org)<sup>2</sup>.

### **Grievances and Appeals**

You will be given detailed information about the grievance and appeal processes when you first start services at MiSide and then again annually. You may ask for this information at any time by contacting the Customer Service Specialist office at 1-855-2-MiSide or 1-855-264-7433. Further information about these processes can also be found in the brochures provided to you when you first started services with MiSide:

- Person Centered Planning Brochure
- Recipient Rights Handbook
- MiSide Summary of Rights and Responsibilities
- MiSide Notice of Privacy Practices

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<sup>2</sup> <https://miside.org>

MiSide monitors, collects, and reports Medicaid grievances, appeals, and service authorization denials and reports them to the State. If you have been notified of a reduction, suspension, termination, or denial of other mental health services (other than hospitalization or a denial of all mental health services), you have the right to a local appeal (for Medicaid recipients) or a local dispute (for non-Medicaid recipients). Contact the MiSide Customer Service Specialist at 1-855-2-MiSide or 1-855-264-7433 for more information regarding your rights and the grievance/appeal process.

### **Second Opinion**

You may request a second opinion if you have been denied services by the Detroit Wayne Integrated Health Network or by MiSide. You may also request a second opinion if you are currently receiving services and have been denied inpatient hospitalization by the hospital psychiatrist. You can ask to speak with the MiSide Customer Service Specialist at 1-855-2-MiSide or 1-855-264-7433 for more information.

### **Request for a Change in Psychiatrist or Staff**

You have the right to request a change in either your assigned psychiatrist or assigned staff. First, discuss all concerns with your psychiatrist or assigned staff member. If you still have concerns, ask to speak to a supervisor. The treatment team will review your concerns, and you will be notified of a decision regarding your change request.

### **Reporting Fraud, Waste or Abuse**

Contact the MDHHS Office of Inspector General (OIG) at 1-855-MIFRAUD (643-7283) to report fraud, waste, or abuse. The reporting of fraud, waste, or abuse may be made anonymously. To report via mail, send a letter to: Office of Inspector General, P.O. Box 30062, Lansing, MI 48909.

## **CUSTOMER SERVICE (DWIHN)**

Customer service is very important to us. We are client-driven and your opinion/input matters to us. We are here to help you understand your service needs and treatment options. That is why MiSide employs bilingual staff - so we can better serve the Southwest Detroit community. We make accommodations for language services, as well as other needs, such as hearing impaired and physical disabilities. All accommodations are provided at no cost to you. If you need more information or have questions about accommodation requests, please speak with your assigned clinician or contact the MiSide Customer Service Specialist at 1-855-2-MiSide or 1-855-264-7433.

The Detroit Wayne Integrated Health Network (DWIHN) also operates a customer service center that can answer your questions related to the Wayne County network of service providers. They can be contacted: Monday-Friday 8a.m.-4:30p.m. at 1-888-490-9698 or 313-833-3232. Please refer to the Detroit Wayne Integrated Health Network Member Handbook for more information about their customer service unit as well as language and accommodation assistance.

### PERSON CENTERED PLANNING (DWIHN)

Person-Centered Planning (PCP) is a process used to design your individual plan of mental health supports and services. Please refer to the Detroit Wayne Integrated Health Network Member Handbook for more information regarding the Person-Centered Planning process. This PCP brochure has been provided to you during your initial orientation/intake appointment with MiSide. Assigned clinicians will conduct initial assessments and treatment plans with DWIHN consumers.

### FEES AND BILLING (DWIHN)

Clients who are eligible for Medicaid or Medicare benefits are not required to make any co-payments to receive services. Fees are based on the ability to pay. You have the right to know all the facts about any charge or bill that you receive, no matter who is making payment. An estimated cost of services will be offered during the Person-Centered Planning process. This is an estimate of service costs and is not a bill. In some private insurance plans, you may be required to pay for certain treatment services. Payment must be made at the time service is rendered.

### YOUR RIGHTS AS A MISIDE CLIENT (DWIHN)

As a MiSide client, you have several rights regarding your treatment and services. If, at any time, you feel that your rights as a recipient of mental health services have been violated, you may file a grievance or recipient rights complaint with the MiSide Customer Service Specialist at 1-855-2-MiSide or 1-855-264-7433. Please refer to the Recipient Rights Brochure provided to you during your initial orientation meeting for further details or direct inquiries to:

**CUSTOMER SERVICE SPECIALIST  
MiSide Community Impact Network  
DETROIT, MICHIGAN**

**1-855-2-MiSide or 1-855-264-7433**

## **Recipient Rights**

Every person who receives public mental health services has certain rights. These rights include:

- All civil rights are guaranteed by state and federal law.
- The right to be treated with dignity and respect, without abuse or neglect.
- The right to confidentiality.
- The right to an investigation of my complaints.
- The right to obtain a copy or summary of my client record, unless the clinical supervisor, program director, psychiatrist, vice president of programs, or president/CEO recommends otherwise.
- The right to refuse services and be informed of the consequences.
- The right to refuse to be part of a research project.
- The right to treatment suited my condition.

The Michigan Mental Health Code protects some rights. A copy of the Michigan Mental Health Code is available for your review. More information about your rights can be located in the Recipient Rights Brochure provided to you during your initial orientation meeting.

## **OUR PRIVACY COMMITMENT TO YOU**

MiSide cares about your privacy. The information we collect about you is private. We are required to give you this notice of our privacy practices. Only the people who have the need and the legal right may see your information. Unless you give us permission in writing, we will only disclose your information for emergency treatment, payment, business operations, or when we are required to do so. We understand that medical information about you and your health is personal. We are committed to protecting your information. More information about our privacy statement can be found on our [website](https://miside.org)<sup>3</sup>.

## **Grievances and Appeals**

You will be given detailed information about the grievance and appeal processes when you first start services at MiSide and then again annually. You may ask for this information at any time by contacting the Customer Service Specialist office at 1-855-2-MiSide or 1-855-264-7433. To file a

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<sup>3</sup> <https://miside.org>

grievance report, please visit the DWIHN customer service website [page](#)<sup>4</sup>, or fill out a grievances form located in all MiSide lobbies, and send to DWIHN at:

**DWIHN Customer Service**  
**707 Milwaukee St.**  
**Detroit, MI 48202**  
**Local: (313) 833-3232**

Assistance with these forms can be provided to you by your assigned clinician. Further information about these processes can also be found in the brochures provided to you when you first started services with MiSide:

- Person Centered Planning Brochure
- Recipient Rights Handbook
- MiSide Summary of Rights and Responsibilities
- MiSide Notice of Privacy Practices
- DWIHN Understanding the Grievances and Appeals Process for Medicaid Enrollees
- DWIHN Appeals for Medicaid Beneficiaries
- DWIHN How Customer Service Can Help You
- DWIHN Consumer Handbook

If you have been notified of a reduction, suspension, termination, or denial of other mental health services (other than hospitalization or a denial of all mental health services), you have the right to a local appeal (for Medicaid recipients) or a local dispute (for non-Medicaid recipients). For more information regarding your rights and the grievance/appeal process, please contact the MiSide Customer Service Specialist at 1-855-2-MiSide or 1-855-264-7433 or visit the DWIHN customer service website [page](#)<sup>5</sup>.

## **Second Opinion**

You may request a second opinion if you have been denied services by the Detroit Wayne Integrated Health Network or by MiSide. You may also request a second opinion if you are currently receiving services and have been denied inpatient hospitalization by the hospital psychiatrist. You can ask to speak with the MiSide Customer Service Specialist at 1-855-2-MiSide or 1-855-264-7433 for more information.

## **Request for a Change in Psychiatrist or Staff**

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<sup>4</sup> <https://www.dwihn.org/member-customer-service>

<sup>5</sup> <https://www.dwihn.org/member-customer-service>

You have the right to request a change in either your assigned psychiatrist or assigned staff. First, discuss all concerns with your psychiatrist or assigned staff member. If you still have concerns, ask to speak to a supervisor. The treatment team will review your concerns, and you will be notified of a decision regarding your change request.

### **Reporting Fraud, Waste or Abuse**

Contact the MDHHS Office of Inspector General (OIG) at 1-855-MIFRAUD (643-7283) to report fraud, waste, or abuse. The reporting of fraud, waste, or abuse may be made anonymously. To report via mail, send a letter to: Office of Inspector General, P.O. Box 30062, Lansing, MI 48909.

## **SAFETY INFORMATION**

### **Facilities**

When visiting our facilities, we urge you to familiarize yourself with the posted evacuation routes.

### **Safety Drills**

Regular safety drills are conducted at each site so that staff members can practice responding to emergencies. These drills ensure that our staff is well educated on medical emergencies, fire safety, and disaster preparedness. Our first concern is always the safety of our clients and staff. Your assigned clinician will let you know what to do during an alarm or voice page.

### **Weapons/Firearms/Drugs**

Your safety is our number one priority. Weapons, firearms, alcohol and illegal drugs are NOT allowed on any MiSide premise. Bringing such items to our locations may result in termination of your services.

### **Environment/Non-Violence Policy**

MiSide promotes a welcoming and safe environment. Any form of violence or threat of violence is NOT tolerated on any MiSide premises and may result in termination of your services.

### **No Smoking Policy**

MiSide strives to provide a safe, clean, health care environment and therefore prohibits smoking inside any building. Clients may smoke in the outside designated smoking areas.

### **Supervision of Children**

A parent or guardian must accompany children who are scheduled for appointments. It is the responsibility of the parent or guardian to look after all children brought to any MiSide site. MiSide staff does not monitor the waiting areas. We understand that there are times when children should not be present during a discussion with a parent. Please discuss your circumstances with your assigned clinician ahead of time to explore other childcare options.

## YOUR RESPONSIBILITIES AS A MISIDE CLIENT

### **As our client, you have the following responsibilities:**

- To abide by MiSide policies and procedures.
- To treat others at MiSide with respect and dignity.
- To actively participate in the development and coordination of your individual plan of services. You will need to make choices about your care and take actions to improve your health and quality of life (also see Person Centered Planning).
- To inform MiSide of any changes in your insurance or income.
- To inform MiSide of any changes to your phone number or address so we can maintain up-to-date records.
- To keep appointments as scheduled or phone in advance to cancel.
- To maintain confidentiality of the identity of other clients of MiSide.
- To pay for and obtain your medications.
- To report any side effects of medications prescribed by your psychiatrist.
- To assist MiSide with obtaining your previous treatment/care records.
- To review and understand the Recipient Rights information provided at your initial orientation meeting.
- To review the Client Handbook so that you can fully participate in services.
- To remain in the client waiting room until escorted by staff to other designated areas.

### **Your treatment may end/be complete when:**

- You have completed the planned course of treatment.
- You choose to stop treatment/services.
- Your treatment team feels that ending services is the best option, given your response to treatment.

### **You may be discharged/terminated from MiSide when:**

- You bring any weapons onto the premises.
- You bring any alcohol or illegal drugs onto the premises.
- You abuse any prescribed or legal drugs on the premises.
- You start or participate in any forms of violence (or threats of violence).
- You disclose confidential information or the identity of any other client of MiSide.
- You refuse to comply with the Plan of Service agreed upon between you and staff.
- You repeatedly fail to keep appointments or are constantly late for appointments.

- You repeatedly fail to comply with established guidelines of the program in which you are enrolled.
- You repeatedly fail to follow agency policies.

## CLIENT SATISFACTION

### **What are Client Satisfaction Surveys?**

At some point in time, most people have completed a "Satisfaction Survey" telling an organization how well it did its job. Here at MiSide, we ask questions to determine how satisfied our clients are with the services and supports we provide.

### **So, what does this mean to you?**

Our clients are our highest priority. The answer you give when responding to our survey will affect the decisions we make regarding how and when to make changes to our delivery of services. All feedback provided is confidential and anonymous.

### **How do you participate?**

Participation is voluntary. You may be a part of a sample that will tell us what our clients as a whole think of their treatment. QR codes for surveys are present in all MiSide lobbies. You may get an email or text, or you may get a letter. In any case, please take a moment to complete the survey. Your opinion matters!

### **What does MiSide do with the results?**

Once we get our "report card" results, our Quality Assurance team identifies areas for improvement and develops an action plan to make the improvement happen.

## MISIDE EMPLOYEE CODE OF ETHICS

The staff at MiSide are committed to providing high quality services to clients (and their families/guardians) and following a strict Employee Code of Ethics. This Code of Ethics defines and communicates MiSide's ethical and professional expectations to protect the rights, dignity, health and safety of all individuals we serve and work with. MiSide prohibits physical abuse, sexual abuse, physical punishment, and psychological abuse including humiliating, threatening, or exploitive actions. MiSide enforces a no-retaliation policy for good faith reporting. MiSide's Ethical Code of Conduct and Professional Conduct is located in all MiSide Lobbies.

## FREQUENTLY ASKED QUESTIONS

### **How do I schedule an appointment?**

To schedule an appointment with your psychiatrist or assigned clinician, you must contact the appointment desk at your service/program location:

**Adult Counseling**

1700 Waterman  
Detroit, MI 48209  
(313) 841 – 8900

**Adult Mental Health Services**

24424 W. McNichols Rd.  
Detroit, MI 48219  
(313) 531-2500

**Children, Youth and Families**

5716 Michigan Avenue  
Detroit, MI 48210  
(313) 963 – 2266

**Youth and Family Services**

19750 Burt Rd.  
Detroit, MI 48219  
(313) 531-2500

**MiSide Early Years**

19750 Burt Rd.  
Detroit, MI 48219  
(313) 531-2500

\*For scheduling reasons, the psychiatrist cannot be contacted directly.

**What if I have an emergency?**

If you experience a crisis related to your mental health or substance use services, please contact your assigned clinician immediately. If you cannot reach your assigned clinician, please ask to speak to a clinical supervisor. You will be given instructions on the best way to manage your symptoms and get the services you need.

If a crisis occurs after our normal hours of operation, please call the DWIHN after-hours crisis number: 844-462-7474 and professional staff will give you instructions on the best way to manage your symptoms and get the services you need.

**Does MiSide pay for my medication?**

No; however, our staff will work with you to obtain all the medication that the psychiatrist prescribes for you.

### **Do I need to see the psychiatrist for my medication to be refilled?**

Yes; medication safety and compliance is an important part of your treatment. Your psychiatrist will not necessarily call a refill in to a pharmacy or write a prescription for you without meeting with you first.

## **CONCLUSION**

At MiSide, we take pride in our commitment to listen to all of our clients, community partners, and our own employees. Our mission reflects this commitment. If you need additional information on any topic presented in this Client Handbook, please contact your assigned staff member. We look forward to working with you to meet your treatment needs.

**We believe that together we can make a difference!**



<https://miside.org>

#### **MiSide Wealth (Southwest Detroit)**

2835 Bagley, Suite 800 Detroit, MI 48216  
313 - 841 - 9641

#### **MiSide Wealth- West McNichols Career Center**

24424 W. McNichols Detroit, MI 48219  
313 - 246-6020

#### **Adult Counseling**

1700 Waterman Detroit, MI 48209  
313 - 841 - 8900

#### **Adult Mental Health Services**

24424 W. McNichols Rd. Detroit, MI 48219  
313 - 531-2500

**Children, Youth and Families**

5716 Michigan Avenue Detroit, MI 48210

313 - 963 - 2266

**Youth and Family Services**

19750 Burt Rd. Detroit, MI 48219

313 - 531-2500

**MiSide Early Years**

19750 Burt Rd. Detroit, MI 48219

313 - 531-2500

**Housing Resource Center**

1600 Porter Street Detroit, MI 48216

313 - 963 - 6601