

Patient Pathway

Keystone Substance Abuse Services



**Educate
Treat &
Support**

Improving the quality of life for individuals and families by educating, treating, and providing support for those impacted by substance abuse.



KEYSTONE
www.keystoneyork.org

Welcome to Keystone

Substance use disorders are complex and potentially life-threatening. Keystone's goal is to help YOU become successful on your path toward recovery. Our treatment team will work with you to create an individualized treatment plan to meet your needs. Keystone offers a variety of service options, including inpatient, outpatient morning and evening groups, gender-specific groups, young adult groups, and youth and adolescent groups.

We know that with help, people can achieve recovery and go on to live full and rich lives; therefore, Keystone strives to create an atmosphere where growth and recovery become attainable goals.

Addiction impacts more than just you. Family, friends, and others in your life are also affected. Keystone will work with you as you mend these relationships, providing you with valuable resources to help you live a healthy, drug-free life.

Keystone will deliver services to you, regardless of your ability to pay, and has flexible financial assistance and payment plan options. Our mission is to improve the quality of life for you and your family as we educate, treat, and provide support to you, while dealing with your substance use. Becoming successful in the path toward recovery is what we want for everyone who walks through our door. We understand your challenges, so please know you are not alone! Our staff and counselors will be with you every step of the way.

Thank you for giving us the opportunity to serve you!

Sincerely,

Danielle Russell
Executive Director

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About Keystone

Keystone was established in 1969 as a not-for-profit organization that serves as the Act 301 (1973) substance abuse authority in York County, South Carolina. Keystone offers internationally accredited and licensed services – including education, prevention, outpatient, residential, and withdrawal management – to meet the needs of individuals, families, and groups who experience issues with alcohol and/or drugs in York County and surrounding areas.

Hours of Operation & Telephone numbers:

Inpatient

24 hours/day

365 days/ year

(803) 324-0404

Outpatient & Youth Center

Monday - Thursday 8am-9pm

Friday 8am - 4pm

(803) 324-1800 (Outpatient)

(803) 323-6384 (Youth Center)

Prevention

Monday - Friday

8am - 4pm

(803) 324-4118



Emergency After Hours

Contact Keystone at 803-324-0404 if you have an emergency after hours. A staff member will determine the best course of action for your situation.

Inclement Weather Policy:

Keystone posts closing or delay information for all outpatient and prevention programs on Twitter, Facebook, the Keystone website, on phone messages at (803) 324-1800, and on local television and radio stations. Keystone's inpatient programs will remain open 24 hours a day, 7 days a week.



OUR MISSION

To improve the quality of life for individuals and families by educating, treating, and providing support for those impacted by substance use.

OUR VISION

To be the top community resource, offering hope for all those struggling with substance use.

SERVICES

Keystone provides priority services to IV substance users and pregnant woman.





What to Expect

At Keystone, we treat people with dignity and respect, providing a safe place in which to start the healing process. Your first visit will involve receiving a medical/clinical assessment from a nurse or counselor. You will get a lot of information, but we'll be there to answer your questions regarding our billing policies, health insurance, the managed care process, and your financial responsibilities. Staff will review several important forms and ask you to sign many of them acknowledging your receipt of the various policies and procedures. If you are mandated to services by someone, Keystone will follow up with your referral source with your consent.

Philosophy

Substance use disorders are diagnosable and treatable diseases - prone to reoccurrence, which require long-term involvement with recovery management and mutual aid programs in order to maintain effective lifestyle changes necessary for on-going recovery. Additionally, with your consent, your family members/significant others will be integrated into your services, whenever possible in order to support you. Taking this into consideration, Keystone developed distinct levels of care and services to facilitate long-term recovery.

Code of Ethics

Keystone has adopted the National Association of Alcoholism and Drug Abuse Counselors Code of Ethics for each clinical staff member to follow. The Code of Ethics is displayed in the main lobby of the outpatient buildings, the dining area of the inpatient building, as well as in the lobbies of the Prevention and Youth Centers.

Step 1: Assessment/Admission

A Counselor will complete an assessment with you, utilizing DSM criteria, and will make a diagnosis. This is a bio-psycho-social assessment used to determine an initial diagnosis, severity of illness, and an appropriate level of care, as developed by the American Society of Addiction Medicine. We will be gathering historical information from you, as well as information regarding your strengths, needs, abilities, and preferences. All of this information will help us determine the focus of services, if needed, and the level of care that meets your needs. Our teams hold daily staffings to review level of care placement.

Step 2: Treatment Team/Service Coordination

At Keystone, we make treatment decisions with you as a team. Once your assessment is completed, your counselor will review the clinical impressions / findings with the treatment team. If you are in our withdrawal management/detoxification program, medical staff will monitor your withdrawal on a continuous basis and meet together daily to review your progress.

Step 3: Individual Plan of Care (IPOC)/ Transition Plan

Each individual plan of care is developed by both the patient and counselor, and custom tailored to fit the individual needs of each patient. Information gathered during assessment helps program staff work with you to develop an individual plan of care. You will also begin completing a Transition Plan that will address your care during and after services.



Continuum of Care and Length of Services

Keystone offers prevention, intervention, and outpatient services to adolescents, young adults, and adults, as well as inpatient services to young adults and adults. Making the decision to enter treatment can be difficult and scary, as most changes are - it takes a great deal of courage. You may experience a variety of emotions when entering services, our staff will help you work through these and develop important coping skills. Good outcomes are contingent on adequate lengths of service. Although most programs have a minimum length of stay, the length of time you attend a program is individualized and based on your progress. If you have needs that Keystone's services are not designed to address, staff will discuss referral options. For example: mental health, primary care /emergency, trauma issues.

“Keystone is dedicated to providing treatment to the citizens of York County and surrounding areas in the most expeditious manner possible. Priority for admission will be given to pregnant women, intravenous drug users, and HIV positive patients. Keystone will triage admissions according to the most immediate need.”

Keystone Programs and Services



INPATIENT SERVICES

Withdrawal Management/ Detoxification

Program: A 24-hour, medically supervised sub acute withdrawal service offered for ages 18 and above

Residential Services: A program designed for 24-hour treatment services with priority given to pregnant women with substance use disorders.

DAY TREATMENT & INTENSIVE OUTPATIENT PROGRAMS

Day Treatment: A day treatment program designed to meet the needs of women experiencing substance use disorder. Group consists of education, group therapy, individual counseling, and multi-family counseling.

Women's IOP: An intensive outpatient program specifically for women experiencing substance use disorder.

CoEd IOP: A group designed to allow both men and women experiencing substance use disorder to receive services while continuing to work.

Men IOP: An intensive level group specifically for men experiencing substance use disorder.

Dual Diagnosis IOP: A group for persons with co-occurring substance use and behavioral health conditions, who may benefit from a smaller setting with services geared to address these specific needs.

Young Adult IOP: A group created specifically for young adults between the ages of 18 and 28 struggling with substance use disorders.

Medication Assisted Treatment (MAT) IOP: For patients who meet medical criteria, MAT incorporates use of Buprenorphine or Naltrexone to enhance clinical treatment and counseling.

Alcohol & Drug Safety Action Program (ADSAP/DUI Program): Services for those charged with or mandated to complete services due to driving under the influence or other related charges. Patients must provide a current 10-year driving record.

Keystone Programs and Services

INTERVENTION & GENERAL OUTPATIENT SERVICES

Drug Screening: Keystone offers in-house screening or chain-of-custody with a Medical Review Officer available upon request.

Nursing Assessment: A service to assess and monitor physical status, response to treatment, and need for referral to other healthcare systems.

Legal Evaluation: An evaluation for those who are required by court/employer regarding alcohol and other drug problems and have no further requirement to participate in a Treatment program. The evaluation including the diagnosis, recommendations, and prognosis will be forwarded to the referral source.

DOT Evaluation: A Substance Abuse Professional completes evaluation and intensive case management for these safety sensitive employees' return to work.



Individual/Group Services: Includes individual, family and multi-family group counseling.

Crisis Intervention: An intensive service in an emergency situation.

Gambling: Services for those with gambling issues.

Solutions and Transitions: Groups that are part of a program for those who have mild or moderate substance use disorders. Solutions meets once each week while transitions meets 2 times weekly.

Recovery Management: Group therapy and recovery coaching for those who have completed the intensive phase of treatment or have successfully completed another treatment program prior to entering Keystone services.

Peer Support Services: (PSS) Peer Support Services provides intensive case management by qualified Peer Support Specialists, themselves in sustained recovery. PSS empower patients and creates vital linkages such as primary healthcare, housing, employment and other human service needs.



Keystone Programs and Services

YOUTH & ADOLESCENT SERVICES / PROGRAMS

Step One: A group based on an evidence-based treatment curriculum for those who may be experimenting with or abusing alcohol or other drugs. It consists of two individual and four group counseling sessions that focus on motivation to change behaviors and the skills needed to implement the change.

Stepping Up: This group is individualized to each patient's needs. It includes both individual and group counseling.

Stepping Stones: An intensive outpatient group for youth typically aged 12 to 17. It includes group and individual therapy weekly.

PREVENTION SERVICES

Evidence-based Curriculum: Botvin Life Skills evidence-based prevention program and curricula presented in the schools and community.

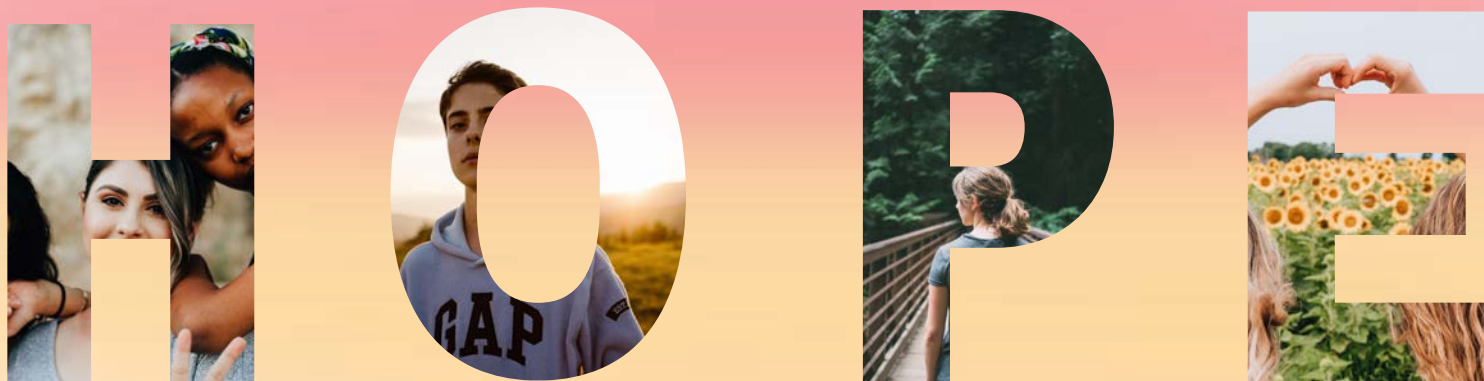
One-time Educational Presentations: Available upon request. Topics include alcohol, tobacco, marijuana, pills, other drugs, HIV/AIDS, etc.

Merchant Education (PREP): Alcohol/Tobacco Merchant Education is a program that helps reduce underage access to alcohol and tobacco in our community while also lowering liability risks for businesses and their employees.

Freedom from Smoking: An evidence-based smoking cessation class offered online for those individuals that are 18 and older. The program covers coping skills, proper use of quit-smoking medications, nicotine addiction, relapse prevention, stress management, and weight management.

Prime For Life®: An evidence-based motivational intervention program targeting, but not limited to, college students and young people charged with alcohol and/or drug offenses. It is designed to change drinking and drug use behaviors by changing beliefs, attitudes, risk perceptions, motivations, and the knowledge of how to reduce their risk of alcohol and drug related problems throughout their lives.

Tobacco Education Program (TEP): The South Carolina Tobacco Education Program (SC TEP) is offered as an alternative to students who face suspension for violation of a school tobacco/vaping-use policy or who break the law, and/or an intervention program for youth who are enrolled by their concerned parents. The curriculum educates youth on the dangers of nicotine, motivates youth to quit use, and provides cessation resources.



Patient Financial Responsibilities

On the day of the assessment, administrative staff will explain your financial responsibility and offer you a suggested payment plan during your treatment. We can estimate the full cost of services after you speak with your counselor, once your chart shows which level of treatment has been determined.

It is your responsibility to provide Keystone with all of your insurance coverage information BEFORE starting services. It is also the responsibility of the policy holder to understand their benefits and network participation. Failure to provide insurance details at intake could result in your insurance company denying coverage for treatment, and greater financial responsibility for you.

We know treatment can be expensive. We will do our best to work with you to meet your recovery goals in an affordable way. If ever there was a time to invest in yourself, this is it. If fees for services exceed your ability to pay, you may request a Financial Assistance Application. Your application must include supporting documents and will be compared to the most recently published Federal Poverty Guidelines.

You can make affordable payments toward your services online, www.keystoneyork.org or by calling our main office.

For further questions regarding your financial responsibility for services, please contact a member of our Billing Department, 803-324-1800.

RESIDENTIAL SERVICES	FEES FOR SERVICE
Medically Monitored Intensive Inpatient	\$450 per day
Clinically Managed High Intensive Inpatient	\$400 per day
WITHDRAWAL MANAGEMENT/DETOXIFICATION SERVICES	FEES FOR SERVICE
Acute Withdrawal Mgmt/Detoxification (Medical)	\$500 per day
Sub-Acute Withdrawal Mgmt/Detoxification (Social)	\$300 per day

INTENSIVE OUTPATIENT (IOP) and OUTPATIENT SERVICES	FEES FOR SERVICE
Individual, Group and Family Counseling	Varies based on type and length of session
Crisis Intervention	\$80 per hour
Gambling Program	\$500 per episode
Transitions (Outpatient)	\$1,200 per episode
Solutions (Outpatient)	\$600 per episode
Intensive Outpatient (IOP) Group Services	\$130 per day
Day Treatment Group Services	\$160 per day
Recovery Management	\$32-\$60 per hour
Peer Support Services – Individual/Group	Varies based on level of care and length/type of session

ADSAP (DUI) SERVICES	FEES FOR SERVICE
Driver (DUI) Related Services (Fees Set by State Law)	\$500 - \$2,500 *Includes Assessment Fee
Drug Screen (Lab Charge each time)	\$20
Driving Record (available with current SCDL)	\$10
Interstate Records Administration	\$150
*Deposit of \$250 is requested for enrollment into ADSAP program. If this creates financial hardship, please contact our Billing Department 83-324-1800.	

YOUTH and ADOLESCENT INTENSIVE OUTPATIENT (IOP) and OUTPATIENT SERVICES	FEES FOR SERVICES
Individual, Family Member and Family Counseling	Varies based on type and session length
Crisis Intervention	\$80 per hour
Step One (Outpatient)	\$300 per episode
Stepping Up (Outpatient)	Daily Charge varies Based on type and session length
Stepping Stones (IOP)	\$130 per day
Recovery Management	\$32 - \$60 per hour

TELEHEALTH SERVICES	FEE FOR SERVICES
Individual Psychotherapy- Telehealth	\$120/per hour
Individual Substance Abuse Counseling – Telehealth	\$19.40/per 15 minutes
Individual Peer Support Services	\$15.13/per 15 minutes

ASSESSMENT SERVICES	FEE FOR SERVICES
Screening	\$20
Assessment	\$160
DOT Evaluation	\$400
Diagnostic Psychiatric Assessment	\$150
Urine Drug Screen- In House (Instant)	\$15
Lab Charge (each)	\$20
Service Plan Development (SPD)	\$46
Legal Evaluation	\$230
Nursing Assessment Services	\$34 per 15 minutes

MEDICAL SERVICES	FEE FOR SERVICES
Evaluation/Management – New Patient	\$75
Evaluation/Management – Established Patient	\$50

PREVENTION SERVICES	FEE FOR SERVICES
Evidence-based Curriculum	Cost based on type/length
One-time Educational Presentations	Cost based on type/length
Merchant Education (PREP)	\$50 if mandated; \$15 if not mandated; Corporate Rates available
Prime for Life	\$75
Tobacco Education Program (TEP)	\$75
Freedom From Smoking	Free (for a limited time)

“I am very pleased with the treatment I received at Keystone. They helped me to build a strong foundation to a new and sober life. I love and thank all the counselors at Keystone.”



Patient Rights

Staff will provide you and/or your family with a statement of Patient Rights. This document supports and protects your rights as a human being including fundamental human, civil, constitutional and statutory rights. We want you and your family to be involved in your care and fully informed of your rights while you are a patient at Keystone. In addition, a copy of the Patient Rights is posted in the main lobby of the outpatient buildings, the dining area of the inpatient building, as well as in the lobby of the Prevention Center.

Confidentiality

Keystone is committed to protecting the privacy of each person who participate in Keystone programs and abides by all applicable federal and state laws that protect such confidentiality. The federal guidelines that further protect the privacy of medical information are part of the comprehensive Health Insurance Portability and Accountability Act, or HIPAA. These rules, which became effective in April 2003, give patients more control over, and knowledge about, who is using their medical information and for what purpose. Keystone already had many measures in place to protect patient privacy, but HIPAA has set broader standards and applied them to hospitals, health-care providers, and insurers nationwide. As a part of your orientation with our staff you will receive a copy of our privacy notice. It describes how information about a patient may be used, and how one may access this information. Patients and parents of patients under age 16 will also be asked to sign an acknowledgement that says they have received the privacy notice. No audio or video recording of any sessions is permitted.

Patient Grievance Policy and Procedures

As a patient at Keystone, you have the right to file a grievance if you feel you have been treated unfairly in any way. You will not experience repercussions in service delivery as a result of filing a grievance. All grievances will be addressed in a confidential manner. A copy of the Patient Grievance Policy and Procedures is posted in the main lobby of the outpatient buildings, the dining area in the inpatient building, as well as in the lobby of the Prevention Center. If you feel your complaint/grievance was not adequately resolved, you may contact the SC Department of Health and Environmental Control Division of Health Licensing, 2600 Bull Street, Columbia, SC 29201-1708 Phone (803) 545-4370.



Health and Safety

Emergency / Fire Exits

Keystone holds regular emergency/fire drills and everyone on campus will be expected to participate. Emergency exits are located and clearly marked throughout the inpatient building, outpatient buildings, and Prevention Center. In addition, staff can and will assist you in exiting the building safely.

Fire Suppression Equipment

Fire extinguishers are located in each lobby and hallway near the exit sign. However, in the case of fire we ask that you immediately leave the building and not try to suppress the fire.

First Aid Kit

First aid kits are located at accessible locations throughout the facilities. You are to ask for assistance from Keystone staff if you need first aid care.

Infection Control

Keystone follows infection control guidelines/recommendations and universal precautions from the Center for Disease Control. To assist us, we ask all patients and visitors to maintain sound habits in personal hygiene and individual responsibility in infection control; to include not sharing personal hygiene items or food and drink utensils.



Keystone Policies

Contraband

Keystone's contraband policy applies to all persons served including visitors and family members. Contraband includes: weapons, pharmaceutical products/adulterants or devices intended to defraud a drug or alcohol-screening test. Also included are possession and use of tobacco products by those under the age of 18, alcohol and other drugs (legal, illegal and prescription medication) and related paraphernalia brought onto Keystone premises (all physical locations and vehicles owned/operated by Keystone). Persons/vehicles entering Keystone grounds are subject to search. By entering the facility or grounds, patients are deemed to have consented to such a search. Contraband found will be removed and disposed of in order to maintain a safe therapeutic environment.

Keystone staff will determine appropriate consequences applicable to those who bring contraband on Keystone premises. See also Policy T033.

Seclusion / Restrain

It is against Keystone policy for staff to use or for staff to solicit patients to use seclusion or restraint practices under any circumstances.

Violence/Threats

No fighting or physical/verbal threats will be tolerated.

Tobacco Products / Smoking

Tobacco products are prohibited including but not limited to cigarettes, e-cigarettes, “spit tobacco” or any other alternative nicotine and tobacco products within the facilities of Keystone Substance Abuse Services. Smoking or tobacco use shall be permitted for those over the age of twenty-one (21) and only in designated smoking areas located outside the 199 S. Herlong building. No smoking or tobacco products are allowed at other Keystone locations.

Program Rules

Keystone’s basic program rules include: maintain confidentiality, be honest, don’t interrupt others, use “I” statements, and group is responsible for group. Additional program rules may be applicable and will be reviewed with you by your counselor. Keystone does not restrict the rights or privileges of patients.

Social Media Policy

Keystone recognizes that electronic Social Media is an effective tool for fundraising, recruiting, sharing agency news, and other activities that will further Keystone’s ability to reach and serve the community. Using Social Media, however, presents certain risks and carries with it certain responsibilities.

Things to know about Keystone’s use of Social Media:

- Keystone staff are strongly discouraged from having Social Media connections with current or former patients.
- Keystone has a Social Media presence on Facebook, Twitter, Pinterest, and Instagram to share agency, community, and national news. Friending, Following, or Posting information on any of Keystone’s Social Media platforms can compromise a patient’s confidentiality. Any use of Keystone’s Social Media by patients is done at their discretion and Keystone is not responsible for any confidentiality concerns that arise.
- Please do not use messaging on Social Networking sites to contact Keystone. These sites are not secure and messages may not be read in a timely fashion. If you need to contact staff at Keystone please do so via telephone during normal business hours.
- Please be aware that if you send an email to Keystone staff they will not respond via email in an effort to protect your confidentiality as email is not completely confidential or secure.
- Contacting Keystone via any Social Media platform (email, Facebook, Twitter, Pinterest, Instagram, or Keystone’s Website) will not result in an immediate response from staff and should not be used in Emergency Situations. Our goal is to respond to you within 24-48 hours, during regular business hours, excluding weekends and holidays. Please call 911 in an Emergency.



York County Resources

Free Narcan or Confidential Drug Treatment:

- Call Keystone at 803-324-1800
- National Treatment Helpline: 1-800-662-HELP (4357)
- National Suicide Prevention Hotline: 1-800-273-8255
- SC HOPES: a 24/7 support line in South Carolina helping guide, support and offer resources to those with mental health and addiction needs. Call 1-844-SC-HOPES

Anonymous Recovery Support Groups are Available Throughout York County:

- York County Alcoholics Anonymous Helpline: 803-328-3409
- York County Narcotics Anonymous: 803-379-0777
 - Website: na.org
- Serenity Club of York County: 803-366-8950
 - website: myserenityclub.org
- Online Meetings: intherooms.com
- Narcotics Anonymous (NA) and Alcoholics Anonymous (AA) both have apps for meeting locations.

For Additional Resources

Visit Our Website:

www.keystoneyork.org/community/resources

Notes

Keystone Locations



MAIN OFFICE

199 S. Herlong Ave.
Rock Hill, SC 29732

Outpatient

Hours: Mon-Thurs 8 am—9pm

Friday 8 am—4 pm

(803) 324-1800

Inpatient

Hours: 24hrs / 7 days a week



PREVENTION CENTER

1600 Ebenezer Rd.
Rock Hill, SC 29732

Phone (803) 324-4118

Fax (803) 324-5179

Hours: Mon-Fri 8 am- 4 pm



YOUTH CENTER

1668 Herlong Court
Rock Hill, SC 29732

Phone (803) 323-6384

Fax (803) 328-2860

Hours: Mon-Thurs 8 am—9 pm

Friday 8 am—4 pm

