REGIONAL HEALTH SYSTEMS

Client Handbook

Revised 10/2026

WELCOME

We are excited that you have chosen Regional Health Systems for your health care needs. We are committed to serving our clients' and our communities' health care needs. As a non-profit, community mental health center and federally qualified health center, our purpose is to provide affordable care to all people, regardless of age, income or circumstance.

Making your health and well-being a priority

Living well means taking care of your body, mind, and social health. At Regional Health Systems, we offer tools and resources to address all aspects of health for your whole family — all in a safe and supportive environment.

In other words, we're here for you and your family for all seasons of life. Whether you're looking for an affordable family doctor, dentist, counselor, psychiatrist, addictions service or social services, we're here to help you.

Every step of the way

You can consider us partners in your health journey. Our caring team of providers delivers affordable, quality and coordinated care to women, men and children.

We are here to provide you with the comprehensive care you need today so you can have a better tomorrow.

If you would like staff to explain the information in this handbook—or have additional questions—please reach out to us.

Regional Health Systems is Northwest Indiana's largest provider of community-based mental health care, primary health care and addiction treatment services. Regional Health Systems is a member of the Regional Care Group.

Locations and Services

Primary Care | Dental | Mental Health | Addictions | Support Services | Pharmacy

East Chicago

3903 Indianapolis Blvd.
East Chicago, IN 46312

Hammond

4022 Hohman Ave.
Hammond, IN 46327

4016 Hohman Ave.
Hammond, IN 46327

Highland

2600 Highway Ave.
Highland, IN 46322

Hobart

7783 E. Ridge Road
Hobart, IN 46342

Merrillville

8555 Taft St.
Merrillville, IN 46410

1441 East 84th Place
Merrillville, IN 46410

Corporate Center

Regional Care Group
8400 Louisiana St.
Merrillville, IN 46410

Important Contacts

Main
219.769.4005

*Includes appointments for mental health care, primary care, dental, etc., and contacting all locations and services

Mental Health Emergencies
219.736.7200

- or -

888.398.7050

- or -

9.8.8

*Available 24-hours / 7 days a week

Medical Emergencies
911

Consumer Services

customerservice@rhs.care

Regional Health Systems Client Advocate	219.392.6022
Regional Health Systems Compliance Officer	219.757.1984
Indiana Division of Mental Health and Addiction	800.677.6442
Indiana Disability Rights	800.622.4845
Joint Commission, Office of Quality Monitoring	800.994.6610

Billing Questions

billing@regionalgroup.care

Regional Care Group, Patient Financial Services	219.757.1936

Client Medical Records Request

medicalrecords@regionalgroup.care

Regional Care Group, Medical Records	219.757.1984

Other Important Numbers

Dial 211 for help connecting with social services, pantries, medical services, etc
Dial-a-Ride 219.932.2530 – for transport to medical visits in North Township
Healthy Indiana Plan 1.877.GET.HIP9
Anthem member services 1.866.408.6131
MD Wise Member Services 1.800.356.1204
MHS Member Services 1.877.647.4848
Care Source Member Services 1.844.607.2829
Indiana's Tobacco Quit Line 1.800.QUIT.NOW
National Suicide Prevention Hotline 988

When to call us

Primary care

Better health begins with better primary care. As a federally qualified health center, Regional Health Systems is your trusted—and affordable—primary care provider and dentist.

Here, you experience the benefits of better health because we help you take care of yourself *before you get sick*. This means we help you and your whole family manage your health care—from routine physicals, to treating a cold or the flu, to managing chronic diseases such as diabetes and hypertension, to treatment of minor injuries, and more.

Contact one of our primary care locations for the following services:

- Family medicine, pediatrics, senior care
- Dental
- On-site behavioral health consultations and mental health interventions
- Support services such as case management, help with addiction services, on-site pharmacy and prescription delivery, and more

Mental health care

Making your mental well-being a priority helps you build a resilient mind and body, have more fulfilling relationships and can improve all areas of life. But your mental well-being can be affected by a plethora of outside factors.

If you are experiencing emotions or feelings that interfere with life, or you feel controlled by symptoms or feel you are in danger of harming yourself or someone else, call us. Your journey to better mental health doesn't have to be alone. Our trained mental health professionals will help you get the individualized care you need.

Contact our locations if you're looking for the following mental health services:

- Psychiatry services for children and adults
- Inpatient psychiatry for adults experiencing a mental health crisis
- Counseling for adults, children, families
- Support services such as case management, pharmacy, and more

Addiction treatment

Addiction is a life-long disease. And, like any chronic disease, addiction can be managed—helping recovery become possible. If you or your loved one seeks treatment, we can help. We offer wrap-around addiction services for adults—including pregnant women and women with children—and adolescents. Outpatient and residential treatment options are available to Hoosiers with or without insurance.

When to use emergency care

Primary care emergency

Call 9-1-1 or use the Emergency Room (ER)

If you are experiencing chest pains, head injuries, severe or sharp pain, facial drooping, broken bones, poisoning, heavy bleeding, severe cuts, call 9-1-1 or visit the nearest ER.

If you feel your condition falls between a primary care visit and a trip to the ER—or if you have acute symptoms after clinic hours, you may contact Regional Health Systems after hours at 219.769.4005. Explain that you are a patient and have a health concern. A nurse will be contacted and they will get back with you within 15 minutes. You may also contact your health insurance provider and-or visit an urgent care center near you.

Mental health emergency

Call or text 9-8-8

If you are severely depressed or in danger of harming yourself or someone else, please call or text 9-8-8 or chat 988lifeline.org. The 988 suicide and crisis lifeline provides free and confidential support to people in suicidal crisis or emotional distress.

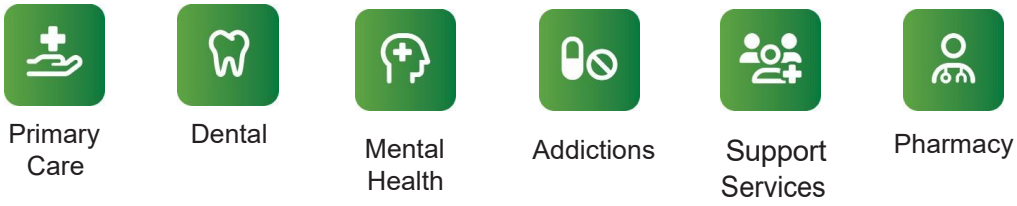
Substance misuse emergency

Call 9-1-1

If you or someone you know is experiencing a substance misuse emergency, please seek immediate medical care.

If you feel your needs fall between emergency services and a treatment plan at Regional Health Systems, you may contact us after hours at 219.769.4005. Recovery Matters, our adult residential program, offers comprehensive and wrap around addiction services for adults, including pregnant people and people with dependent children, and adolescents with or without insurance.

Our Services



Regional Health Systems offers a full continuum of mental and physical health services—from counseling to dental visits to substance use treatment and more. Our care teams work with children, teens, adults and seniors. We also work with your family medicine practitioner to coordinate your primary health care and mental health needs.

We understand that whole person care—health care that integrates physical, mental and social health—helps you achieve better outcomes. Your care is always based on your needs and services are private and confidential.

Below is a list of services we provide.

Accessibility
All sites are ADA compliant.

Addictions
Wrap-around addiction services are available for adults—including pregnant people and those with children—and adolescents. Outpatient and residential treatment options are available to Hoosiers with or without insurance.

Case Management Services
Case management services help clients plan, coordinate and integrate support services that optimize their wellness and functional capabilities. These services are available to children and adults receiving mental health care, primary health care and/or substance use treatment.

Consultation and Education
Consultation and education includes community education and consults with businesses and organizations.

Counseling and Therapy
Our counseling services help clients work through a specific problem, situation or symptom. Types of counseling services available include individual, marriage, family, substance use treatment and more, and our therapy services are available for adults and children.

Dental Care
Our dental services include teeth cleanings, fillings, extractions, dentures, and emergency services.

Diagnostic Laboratory
Some routine laboratory tests/screenings are performed on site. Those that require further processing will be sent out to LabCorp Laboratory.

Evaluations and Assessments
We do a variety of assessments for both mental health care and primary care to help develop a plan of care.

Family Medicine
Our family medicine services provide continuing and comprehensive health care for the individual and family across all ages, genders, diseases and parts of the body.

Health Insurance Navigators
Our certified Indiana navigators can assist you with any health insurance questions you may have. Whether you want to sign up for insurance for the first time or you want to make changes to your plan, we are here to help.

Inpatient Psychiatry
Adults with acute psychiatric symptoms requiring high-level care due to risk to self or others can be admitted to our inpatient psychiatric unit—a 16-bed, locked hospital unit offering a safe, structured and therapeutic setting. Average stay is 7 days.

Internal Medicine
Internal medicine focuses on adult's primary health care needs and specializes in diseases, conditions such as heart disease, hypertension, diabetes, obesity and lung disease, and health care issues affecting clients in early adulthood to old age.

Languages
Bilingual staff (English and Spanish) are available at each clinic to assist Spanish-speaking individuals. Pacific Interpreters are available to assist individuals with the translation of over 240 languages, including American Sign Language.

Mental Health Care
We provide outpatient, inpatient and emergency mental health services, as well as counseling, therapy and more.

Peer Support Services
Peer support services include assertive community treatment (ACT), targeted case management and a semi-independent living program. Peer support services are available to both mental health and substance use clients.

Pediatrics
Pediatrics, a primary care specialty, focuses on the health of infants and children. Services include diagnosis and treatment, well-child visits, immunizations, nutritional health recommendations and routine physicals.

Pharmacy Services
Genoa Healthcare is on-site at several locations for your pharmacy needs. A delivery option is available for clients not able to visit our Merrillville, Hammond and East Chicago locations that provide a pharmacy.

Primary Care
Primary care is health care that includes family medicine, internal medicine, pediatrics and senior care. Primary health care providers — including physicians and nurse practitioners — treat infants, children, teens, adults and seniors.

Psychiatry
Psychiatry, a medical specialty, diagnoses, treats and helps prevent mental health and personality disorders. Our psychiatry services include outpatient and inpatient psychiatry, substance misuse and more.

Rehabilitative Services
Rehabilitative services include supported employment services, peer support, adult intensive resiliency services, residential services, transportation and New Beginnings Clubhouse.

School-based mental health services
Students and families needing behavioral health care can receive therapeutic services at participating schools. The student receives the services at their school and in collaboration with the school staff and student's family. Services offered include individual, family and group therapy, psychiatric evaluation, medication management and case management services.

Additional Services

Medical Records
Regional Care Group manages medical records for Regional Health Systems' clients. Medical records are available through Regional Health Systems' patient portal or by completing the patient information release authorization.

For more information, visit rhs.care/medical-records or contact the medical records department by emailing medicalrecords@regionalgroup.care or calling 219.757.1984.

Advanced Directive
An Advanced Directive is a legal document that allows you to spell out your end-of-life care. The document is also helpful if you are unable to speak for yourself. This is a way for you to tell your family, friends and care team your wishes in order to avoid confusion later on. If you want more information on advanced directives, please ask the front desk for a packet.

Transportation
Transportation services are available to teens and adults utilizing our mental health care, primary health care and addiction services. A parent or guardian may be required to ride with their teen. Ask about our transportation services when scheduling your appointment.

Patient Portal

Our patient portal puts you in control of your personal health. Securely access your health information anytime, anywhere. For more information, click on the QR code below.

How to sign up
To sign up, provide our scheduling team with a valid email address. You'll receive an email invitation to enroll from Regional Health Systems via patientservices@medfusion.net. Click the link in the email invitation to be directed to the patient portal website. Create a username and password, then follow onscreen prompts to activate your account.

General

How to select a provider

- A listing of our providers is available on our website. When you select your provider for your first visit, that individual will be your primary care provider.
- Please contact your insurance company and ask them to assign this provider to your account. If for any reason you are unhappy with your selected provider, just let us know and we will be happy to help you make that switch.
- You are always welcome to get a second opinion for diagnoses or treatment, either within or outside of our clinics or centers. You are advised to call your insurance company to make sure that the second opinion will be covered.

Appointments

Primary Care
Our primary care locations are federally qualified health centers where you can choose a primary care provider, dentist and behavioral health consultant. Below is important information about selecting providers and appointments at Regional Health Systems primary care locations.

- Walk-ins are accepted, but we encourage patients to call ahead or come in to make an appointment.
- If it is your first visit, please arrive 20-30 minutes before your appointment, so that you can complete an initial intake. If you ever need help filling out any forms, we are happy to assist you.
- Bring a list of your medications and a list of your other medical providers.
- Your provider will come in and address your reason for visit. This is a good time to ask questions that you may have about your health. There is a space at the back of this handbook to write down questions that you may have between visits. Your provider may want you to get blood work or provide a urine sample — usually that is done directly after your visit in our lab.
- The provider may order specific tests that are done off site, such as X-rays, mammograms, pulmonary function tests, CT scans, etc. For specific diagnoses, your provider may want you to see a specialist, such as a cardiologist, an orthopedic specialist or a nephrologist.
- For tests and referrals, you will be given paperwork at checkout to help you schedule an appointment with a provider that accepts your insurance, works on a sliding scale or has an alternate payment option. If you need help with these appointments, please do not hesitate to ask the front desk to meet with a case manager. We will track your referral and communicate with the specialists that you visit to ensure that you receive quality, coordinated care.
- You will fill out a patient health questionnaire, which is a form to indicate how you are doing emotionally.

Appointments *(cont.)*

Mental Health
We offer the full continuum of mental health services—from counseling to psychiatry to substance use treatment and more. Our patient care teams work with children, teens, adults and seniors. We also work with your family medicine practitioner to coordinate your primary health care and mental health needs.

- Appointments can be scheduled over the phone.
- A therapist will meet with you for your first visit. Together, you and the therapist will identify your needs and match them with available programs and services best suited to help you. Your situation and personal goals guide your individualized treatment plan, which may include one or more services.

Choosing a mental health provider
Our board-certified adult and child psychiatrists, licensed therapists and other highly-trained mental health staff are here to help you and your family. Our relationships with our clients are very important to us. Therefore, we make every reasonable effort to accommodate each client's preference and choice of assigned individual clinical providers. If you would like to transfer to a different Regional Health Systems clinician, please request a clinical transfer be considered by speaking directly with the clinical staff person or the clinical supervisor.

Prescriptions and refills

- Providers can send prescription medications electronically to the pharmacy of your choice or the GenoaHealthcare Pharmacy on site.
- You are free to choose any pharmacy you like.
- For primary care patients with no prescription coverage, there is a 340B discount pharmacy program available for medication prescribed by clinic doctors and filled at Genoa only.
- Paper scripts are available upon request and for medications/durable medical equipment that require a physical prescription.
- To refill medication, please call 219.769.4005 and ask for your provider's nurse or request on patient portal.
- In some instances, the medication may be able to be refilled within three days but in others, the provider may have to be consulted or you may have to come in for a visit before refills are authorized.

Emergency Department/ Hospitalization

If you visit the emergency department or are hospitalized, please schedule a visit with your Regional Health Systems provider within seven days of discharge from the hospital or ER so we can follow up and coordinate care.

Rights and Responsibilities

We are committed to ensuring your personal privacy and dignity. As an individual under our care, you have certain rights and responsibilities.

Your Rights

- Regardless of race, religion, gender, ethnicity, age or disability, you have the right to:
- Receive adequate, humane and individualized care in the least restrictive environment.
- Make informed decisions regarding your care, including the right to be informed of your health status, to be involved in care planning and treatment, and to be able to request or refuse treatment. If you are a minor, your parent or guardian has the right to be included in the treatment planning process. Treatment plans are reviewed at least every 90 days.
- Request and receive information about alternative treatment procedures and about the risks and side effects of any treatment recommended to you.
- Request an internal review of your treatment plan.
- See your medical record in a reasonable period of time in the presence of your physician or clinician, provided that you submit a written request to do so. All information contained in the record is confidential and can only be released with your consent or as necessary to prevent injury to you or others, or pursuant to law.
- Be informed of your rights in a language you and/or your family understand.
- Be informed of all fees charged for services by Regional Health Systems.
- Present complaints concerning quality of care either on your own behalf or as presented by family members or legal guardians and to have your complaints investigated.
- Request consideration of a clinical staff transfer throughout the treatment process.
- Refuse services, to withdraw from treatment (including medications) to the extent permitted by law, to be informed of the consequences of such a withdrawal, and to receive appropriate referrals.
- Receive an appropriate screening, assessment or referral for the management of pain.
- Practice the religion of your choice while living in any Regional Health Systems facility.
- Obtain a second opinion regarding your recommended plan of treatment. You are responsible for any expense associated with a second opinion.
- Refuse to participate in a research project and not to be denied appropriate services as a result of that refusal.
- Be informed about—and to contact or consult with at your own expense—available advocacy services such as the Legal Aid Program, Mental Health America, and the appeals process of other human service agencies.

Any of the above-stated rights may be limited or modified only to the extent necessary to protect an individual and/or those around that individual. Rights may be modified only upon the recommendation of the primary clinician and subsequent interdisciplinary team approval. Modifications will be documented in the individual record and incorporated on the treatment plan where necessary or the individual may be able to write his or her own agreement regarding modification of such rights.

Grievance Process

If you are dissatisfied with your treatment, feel your rights have been violated or have an allegation of professional misconduct or ethical concerns, please use our grievance process. You can discuss your complaint with your primary clinician, the clinician's supervisor or the program director. If you feel your concern is still unresolved, please contact our client advocate at 219.392.6022.

Compliments, questions, concerns or complaints about services, treatment, procedures, safety issues, rights or policies can be directed to the client advocate, the Indiana Division of Mental Health and Addictions' Consumer Service Line (1.800.901.1133), the Indiana Disability Rights (1.800.622.4845), the Joint Commission's Office of Quality Monitoring (800.994.6610) or by emailing complaint@jointcommission.org.

When exercising your rights as an individual under our care, you are responsible for not infringing on the rights of other persons. To the degree that an individual can independently exercise a right, that person will be held accountable for his or her actions in the execution of that right.

Individual Responsibilities

Individuals receiving services from Regional Health Systems have certain responsibilities. As an individual in our care you have the responsibility:

- To bring all current medications or a list of your current medications to each appointment.
- Be open, thorough, and honest in providing your health history and family health history.
- To participate in developing your individualized care plan. The individualized care plan determines the goals, length, and nature of your treatment, and will be reviewed periodically with your health care provider to assess and plan for appropriate changes.
- To actively participate in your care and work cooperatively with your care providers.
- To keep appointments or to cancel at least 24 hours in advance. (please see Missed Appointment Policy)
- To pay for fees in accordance with the fee agreement you entered into with Regional Health Systems. This will include providing information to determine your fee, such as family size and income, approximate every 6 months.

Your Right to Decide

The congressional Patient Self-Determination Act states you can decide, right now, your preference of medical treatments through an advance directive. Advance directives allow you to choose an individual(s) you trust to make medical decisions for you should you become permanently or temporarily unable to make health care decisions.

Advance directives recognized by Indiana law include:

- *Appointment of health care representative.* You can authorize a person you trust to make medical treatment decisions for you, if you become unable to decide for yourself.

- *Durable power of attorney.* You can authorize a person to make medical and other decisions for you (other than direct medical treatment decisions which can only be made by a health care representative) should you become unable to make these decisions for yourself.

- *Living will or life-prolonging procedures declaration.* You can direct which "life-prolonging procedures" must be or must not be used to extend your life insofar as possible when you are unable to express this decision for yourself.

- *Psychiatric advanced directive.* While you are capable, you can set forth your treatment preferences and consents for specific treatment measures for periods when you are incapacitated. Ask your treatment providers for information.

You cannot be forced to decide about an advance directive, nor can you be prevented from choosing an advance directive option best for you. You will be treated fairly, without discrimination, regardless of your decision. Because health care decisions can be complex, consider consulting a lawyer before writing down your legal choices.

Equal Access

Regional Health Systems offers service to individuals and their families without discrimination on the basis of age, gender, race, religion, national origin, disability or any other characteristic identifying the individual by a group. Regional Health Systems is a private 501(c)3 not-for-profit organization.

Confidentiality

Your medical information is personal, and we are committed to protecting it. We maintain an electronic medical record for all individuals in our care. Only authorized staff have access to your record. Your medical record can be released to other individuals or organizations only with your written consent or as mandated by law or court order.

Your insurance company may require release of information for billing. If you wish for your insurance company to be billed, you will be asked to sign a consent form.

In some situations, a clinician may be legally obligated to take actions which the clinician deems necessary to attempt to protect an individual or others from harm. Some treatment information may be revealed. If such a situation arises, your therapist will make every effort to fully discuss it with you before taking action and will limit disclosure to what is necessary. All disclosures will be made in accordance with our "Notice of Privacy Practices."

Records of alcohol and drug abuse are confidential and protected by federal law (42 CFR part 2). No information about attendance in substance use programming is permitted without a written consent, court order, a medical emergency or to qualified personnel conducting research for an audit. Federal laws do not protect any information about a crime committed at the program or about suspected child abuse or neglect.

Certain information may be disclosed to the Indiana Division of Mental Health and Addiction (DMHA). If you are enrolled in the Hoosier Assurance Plan for financial assistance, DMHA requires that Regional Health Systems submit certain demographic and service data to DMHA without name or identification information attached. DMHA conducts consumer satisfaction survey annually. Participation in the survey is your choice.

Health Insurance Portability and Accountability Act

Federal regulations require that Regional Health Systems provide you with a copy of our Notice of Privacy Practices. This Notice of Privacy Practice outlines your basic rights under the Health Insurance Portability and Accountability Act (HIPAA), as well as our responsibilities. The following is a brief summary of the information contained in the Notice of Privacy Practices.

This information can and will be used to:

- Conduct, plan and direct your treatment and follow-up among multiple healthcare providers who may be involved in your treatment directly or indirectly.
- Obtain payment from third party payers.
- Conduct normal healthcare operations such as quality assessments and physician certifications.

Regional Health Systems has the right to change its *Notice of Privacy Practices* from time to time and you may contact us at any time to obtain a current copy of *Notice of Privacy Practices.* You may also request in writing that we restrict how your private health information

is used or disclosed to carry out treatment, payment or healthcare operations. We are not required to agree with your restrictions, but if we do agree, then we are bound by such restrictions.

If you have any questions regarding these rights, please discuss them with your primary clinician or case manager at any time during your course of treatment with us.

Federal Tort Claims Act (FTCA)

Regional Health Systems federally qualified health center (FQHC) receives federal funding through the U.S. Department of Health and Human Services, and has federal public health service deemed status with respect to certain health and health-related claims — including medical malpractice for the Regional Health Systems federally qualified health center (FQHC) and covered employees.



Payment

Financial arrangements are made during your first visit. Charges are based on the most current fee schedule and the service(s) provided. Costs may be covered by private medical insurance, a managed care contract, HMO (health maintenance organization), Medicaid, Medicare or other third-party payers.

Bring your insurance card to your first visit and anytime you have a change in insurance coverage. Your insurance company may require prior approval for certain kinds of services or place other limits or guidelines on your benefits, such as, co-payments.

Benefit Assistance

Indiana residents may qualify for fee assistance with our discounted fee scale or through enrollment in the Hoosier Assurance Plan (HAP). Individuals will receive any and all benefit assistance possible.

Billing Questions

Contact Regional Care Group for concerns or questions about your billing statement. Regional Care Group provides billing information for Regional Health Systems. Their patient financial services staff are available Monday through Friday from 8 a.m. to 5 p.m. Call 219.757.1936 for more information.

Discount Sliding FeeScale

Regional Health Systems operates a federally qualified health center that ensures that quality health care is available for all patients regardless of their inability to pay. Qualifications for the discount sliding fee scale for medical and dental services are determined by proof of income, household size and living status. Recertification is required annually.

Payment options include: cash, debit, Medicaid, Medicare, commercial health plans, under insured and uninsured discount self-pay option. To learn more about this service or other insurance options, please see our front desk staff.

General Information

List medications you are currently taking including prescriptions, over-the-counter supplements and vitamins.

Medication Name	Dosage	Frequency

List other primary care providers or specialists you see. If you were recently at the emergency room or admitted at a hospital, please specify which hospital.

My Other Doctors	Type of Doctor

General Information

Use the chart below to list questions you may have for your provider in between visits.

Date	Questions for your provider

Accreditation / Licensure / Certification

The Joint Commission, for Behavioral Health, Ambulatory Care and Primary Care Medical Home
Licensed by Indiana Division of Mental Health and Addictions
Certified by Medicare/Medicaid
Approved by Blue Cross/Blue Shield and major insurance companies
Accredited by American Psychological Association (Psychology Internship)

Accredited by The Joint Commission

Member

National Council for Community Behavioral Healthcare
Indiana Council of Community Mental Health Centers
Indiana Primary Health Care Association
National Association of Community Health Centers
Association of Psychology Post-Doctoral and Internship Centers
Mental Health Corporations of America
Local Chambers of Commerce
Better Business Bureau of Northwest Indiana
National Alliance on Mental Illness (NAMI)
NAMI Lake County
Mental Health America