SPILL THE TEA CAFE

Care Coordination Service Agreement

CARE COORDINATION at Spill the Tea Cafe (STTC) is a client-centered team-based approach that prioritizes a person's needs, preferences, and goals to improve their health and wellbeing. A foundation of care coordination is timely, information-sharing between the client, care coordinator, primary care physician, and other care team members to ensure the client's needs are understood and appropriately addressed.

THE ROLE OF THE CARE COORDINATOR is to work directly with clients to assess, plan, connect, monitor, and communicate with client's overall care team to ensure access and delivery of services. Care Coordinators are trained in behavioral health under the supervision of STTC Clinical Director. Care Coordinators are not health care clinicians and therefore unable to provide medical or legal advice. Their main role is to provide ongoing, consistent support to clients in managing and accessing the care needed to improve their quality of life and health. Care Coordinators meet with clients at STTC, in the community, or telephonically at a time and location that arrange at client's convenience.

CONFIDENTIALITY requires that information disclosed remains confidential, except as required by law and for the purpose of clinical supervision. No information is released to any third party without explicit, written authorization from the client. The following are legal exceptions to confidentiality: abuse or neglect against a child, dependent-adult, or elder adult, client is at imminent risk of harm to themselves, or client has made a serious and imminent threat to an identifiable victim.

ELECTRONIC COMMUNICATION or communication through electronic media, including emails and text messages, are not considered secure forms of information-sharing. If clients prefer to communicate via email or phone, an immediate response cannot be guaranteed. CCs will return messages within a timely manner appropriate to ensure confidentiality is upheld. Care Coordinators do not accept requests from clients on any social networking sites to ensure your privacy and confidentiality is upheld.

EMERGENCIES involving the threat to client safety or safety of others should be addressed appropriately. Care Coordinators are unable to provide crisis services. In the event of a medical or psychiatric emergency, the client should call 911 or proceed to the nearest emergency room. The client can also call or text the Crisis Line at 988 or 808-838-3100.

TERMINATION of care coordination services occur after appropriate conversation with the client has been completed to confirm their needs have been met. Participation in care coordination services are *voluntary* and can be terminated by clients at any time. STTC may terminate services if a client is unable to be reached for 3 consecutive months.

ACKNOWLEDGEMENT

By signing below, the client acknowledges review and understanding of the purpose and limitations of care coordination as outlined in this agreement. The client agrees to participate in care coordination at Spill the Tea Cafe, but understands that participation is voluntary and can be terminated at any time. The client understands that the care coordinator cannot provide direct clinical or crisis intervention services.

Signature	Date
Client's Name	Relationship to Client

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(808) 797-5043
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"Spill The Tea Cafe ("STTC") is recognized as a tax-exempt organization under Section 501(c)(3) of the Internal Revenue Code. Contributions to the organization are tax-deductible to the fullest extent permitted by law. STTC is registered as a charitable organization with the State of Hawaii Department of the Attorney General. STTC's EIN Number: 86-3755416"