

Please ask us about enrolling in our patient portal. This online portal allows you to view your health information and appointments at any time. If you already have an account, please log in regularly to stay updated.



Website - <https://www.nextmd.com/ud2/Login/Login.aspx>  
 Portal account help - <https://www.nextmd.com/OnlineHelp/>

Welcome to Patient Portal, Your Medical Home on the Web

With Patient Portal, you can connect with your doctor through a convenient, safe and secure environment.

#### Resources web links

- \* **Women's Health Resources** <https://www.womenshealth.gov/nwhw/by-age/your-30s>
- \* **NC Problem Gambling Program** Alison Drain , Prevention Coordinator  
 MH, DD, SAS NC Department of Health and Human Services Office: 919-715-2425 Mobile: 919-800-8492  
 Fax: 919-508-0960 [alison.drain@dhhs.nc.gov](mailto:alison.drain@dhhs.nc.gov) <https://www.ncdhhs.gov/providers/provider-info/mental-health/problem-gambling>
- \* [www.lockyourmeds.org/nc](http://www.lockyourmeds.org/nc) If someone you know or love needs help with prescription medication misuse or abuse, please visit the website for information on how you can help them in seeking treatment and recovery .
- \* **Are You Ready? Preparing for Emergencies: Tips for Families**  
**1. Be Informed 2. Make a Plan 3. Build a Kit 4. Get Involved.**  
 Tips for emergency/disaster planning for your family are at <https://www.ready.gov/plan>
- \* DBT 911 <http://www.dbtselfhelp.com>
- \* quitSTART™ is a free app made for teens who want to quit smoking, but adults can use it too  
<https://smokefree.gov/tools-tips/apps/quitstart>

#### Health Awareness Calendar

<p><b>March</b></p> <p>National Traumatic Brain Injury Awareness Month          National Developmental Disabilities Awareness Month          National Nutrition Month</p> <p><b>April</b></p> <p>Alcohol Awareness Month          National Minority Health Month          Sexual Assault Awareness &amp; Prevention Month          Stress Awareness Month</p> <p><b>May</b></p> <p>Mental Health Awareness Month          National High Blood Pressure Education Month          Skin Cancer Prevention Month</p>	<p><b>June</b></p> <p>Alzheimer's &amp; Brain Awareness Month          National Migraine and Headache Awareness Month          PTSD Awareness Month</p> <p><b>July</b></p> <p>Healthy Vision Month          Prevention Month          UV Safety Month</p> <p><b>August</b></p> <p>Children's Eye Health &amp; Safety Month          National Immunization Awareness Month          Summer Sun Safety Month</p>
--	--

#### Mission Statement

To inspire and empower people to seek and maintain recovery and health.

We hope this publication proves useful and we invite your thoughts regarding its content, format, and distribution. Please contact Quality Assurance Director Bonnie Miller ([bmiller@daymarkrecovery.org](mailto:bmiller@daymarkrecovery.org)) for comments and suggestions, or to request topics for future issues.



Enriching Life... Enhancing Lives

Volume 14, Issue 1 Mar 2021

Inside This Issue...

- COVID-19 Information
- Medicaid Open Enrollment
- FBC Asheboro
- CARF
- Consumer Survey
- Patient Portal
- Resources web links
- Health Awareness Calendar

#### Mission Statement

#### Clients Rights Committee

Your point of view matters to us! If you would like to join the Client Rights Committee, please contact Quality Assurance Director Bonnie Miller at 704-939-1141 or [bmiller@daymarkrecovery.org](mailto:bmiller@daymarkrecovery.org)

If you are a client or guardian of a client, and are interested in



learning more about myStrength, please ask about myStrength when you meet with your clinician today



The health club for your mind.™

# The Beacon

News of Interest from Daymark Recovery Services

## COVID-19 Information

Daymark is committed to your safety and has taken many steps to reduce the risk of transmission of COVID-19 in Daymark facilities.

- Increased sanitation with disinfecting throughout the day.
- Changes to waiting areas and treatment areas to ensure social distancing.
- Increased use of virtual appointments.
- All staff and clients are required to practice the 3 W's.

If you leave home, know your 3 Ws!

@NCDHHS #StayStrongNC

## VACCINE INFORMATION

Information is available on COVID-19 vaccinations through your local health department and the NC DHHS website.

<https://covid19.ncdhhs.gov/vaccines/find-your-spot-take-your-shot>

Helpful links:

<https://covid19.ncdhhs.gov/about-covid-19/latest-updates>

## Medicaid Open Enrollment

If you have Medicaid, you may have received a letter regarding open enrollment for the new Medicaid managed care plans.

The NC Medicaid Managed Care website offers a wide variety of tools and information to assist beneficiaries in choosing a primary care provider (PCP) and a health plan (also called a “Standard Plan”) for their families’ care.

- Open enrollment for these plans will occur March 15<sup>th</sup> –May 14<sup>th</sup> 2021.
- Daymark intends to be a provider for all of the Medicaid managed care plans.
- More information is available at Beneficiary site (for website/newsletter) .



[https://ncgov.servicenowservices.com/sp\\_beneficiary?id=bnf\\_index](https://ncgov.servicenowservices.com/sp_beneficiary?id=bnf_index)

## FBC Asheboro

The long awaited FBC Asheboro is finally open! Starting Monday, March 15<sup>th</sup>, we opened to take patients in the Sandhills catchment area. Like our other adult Facility Based Crisis Centers, we are a low acuity crisis stabilization unit, treating both mental health and substance use disorders in adults 18 and older. Typical length of stay is 7 days, and we work on discharge planning from day one, encouraging on-going treatment.

FBC Asheboro staff have been training in other FBCs, and are experienced and excited to serve this community. Staff have been so positive and optimistic in coping with the struggles of opening a new center, and offering wonderful ideas and suggestions during the delays and ever changing plans. I am so proud to be part of this team!

Being the first FBC in the Sandhills area, we are reaching out to the community to advertise and educate about our services. We are working to build positive relationships in the community, and anticipate we may also coordinate services with the Daymark Outpatient Centers in the Sandhills area.

Please feel free to call the center anytime to learn more about our services and the referral process. We are happy to help!

Jennifer Keely, LMFT, LCAS  
Center Director  
Facility Based Crisis Center, Asheboro  
Daymark Recovery Services, Inc.  
110 W Walker Ave.  
Asheboro, NC 27203  
336-633-7040- office phone



## Commission on Accreditation of Rehabilitation Facilities (CARF).

Daymark Recovery Services Inc. is preparing for our Commission on Accreditation of Rehabilitation Facilities (CARF). CARF International is an independent, nonprofit accreditor of health and human services. Daymark has held CARF accreditation for many years. We have a re-accreditation review every three years. The CARF Mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuously improve services that center on enhancing the lives of persons served. CARF believes in the following core values:

- All people have the right to be treated with dignity and respect.
- All people should have access to needed services that achieve optimum outcomes.
- All people should be empowered to exercise informed choices.

Daymark Recovery Services Inc. review will be in the May/ June 2021 timeframe. We do not have the exact date yet. We will be posting signs in the lobby with the dates of the review.

If you are interested in further information about CARF or the Daymark Recovery Services Inc. review, please feel free to ask your center director.

Pamela Caviness Rankin, CCS, LCAS, NCBLCMHC, S-NCBLCMHC  
Director Of Quality Improvement Daymark Recovery Services, Inc.

## Consumer Survey

Thank you everyone for your participation in the Daymark Recovery Services, Inc. consumer survey. We had 845 responses. Daymark Recovery Services Inc. uses the clients survey to improve services for everyone. If you have any suggestion for improvement, please share your ideas with your center director.

Consumer/Client Surveys Area Wide Questions and Responses	% Agree
1. How often did you see someone or get an appointment with someone as soon as you wanted?	88%
2. How often were you seen within 15 minutes of your appointment?	88%
3. How often did the office staff you talked with treat you with courtesy and respect?	97%
4. How often were the office staff you talked with as helpful as you thought they should be?	97%
5. How often did the people you went to for counseling or treatment listen carefully to you and show respect for what you had to say?	98%
6. How often did the people you went to for counseling or treatment explain things in a way you could understand?	97%
7. How often did the people you went to for counseling or treatment spend enough time with you?	96%
8. How often did you feel comfortable raising any issues or concerns you had about your counseling or treatment?	98%
9. How would you rate your ability to deal with daily problems now?	78% Reported Much better/A little better