

CLIENT RIGHTS, RULES, AND GRIEVANCE PROCEDURES

FOR ALL PROGRAMS OF

PROFESSIONAL CARE SERVICES, INC.

Client Rights and Responsibilities:

Persons accepted for treatment or related services by Professional Care Services, Inc. have the following rights.

Rights:

The right to be provided with information about the agency, its services, its practitioners, to be provided with the basic rights and responsibilities in a way which is easily understood.

The right to make recommendations regarding the agency's client's rights and responsibilities.

The right to be treated with respect, dignity, and compassion regardless of mind or condition.

The right to be provided equal treatment without regard to age, race, sex, religion, ethnic background, HIV status or LEP, Limited English Proficiency. PCS offers the same services to individuals who are physically, mentally challenged.

The right to privacy and confidentiality related to all aspects of care including, but not limited to, the unwarranted disclosure of medical records, whole or in part.

The right to be protected from neglect; to be protected from physical, emotional, or verbal abuse, and from all manner of exploitation.

The right to be informed of any proposed and/or alternative treatment methods; regardless of cost or benefit coverage.

To be informed about the risks, benefits, and side effects of his/her medication or proposed medication.

The right to participate in the development of his/her individual service plan; to participate in all decision-making regarding his/her mental health and substance abuse care; to be involved in his/her discharge or aftercare planning.

The right to be provided quality treatment by competent staff members; to be afforded continuity of care from one service provider to another.

The right to refuse to participate partially or fully in treatment or therapeutic activities (unless participation is so ordered by the court).

The right to be provided treatment in the least restrictive setting feasible.

The right to refuse the use of any audio and/or visual techniques to record or observe the individual's activities during treatment unless written and signed consent is given.

The right to participate in cultural, educational, religious, community service, vocational, and/or recreational activities; if offered and/or appropriate.

The right to be informed about fees and payment options for any treatment and/or classes.

The right to receive free language assistance.

The right to be able to choose practitioners within the limits of the agency; to be able to refuse care from specific practitioners.

The right to voice complaints, grievances and appeals about the care or services provided at the agency without fear of restraint, interference, coercion, discrimination, or reprisal.

The right to formulate advance directives.

The right to have access to his/her records.

The right to refuse to participate in experimentation including the right to a reasonable explanation of the procedure to be followed, the benefits to be expected, the relative advantages of alternative services, the potential discomforts and risks, and the right not to be denied appropriate and available treatment in reprisal for such refusal.

The right, if in a residential facility, to communicate with appropriate privacy with others from outside the facility. This includes convenient and reasonable access to telephone, mail service, and visitors during regular visiting hours.

The right not to be responsible for the care of other clients, clients have the right to be free of any requirement by the facility that they perform services which are ordinarily performed by facility staff.

The right not to be required to perform in public gatherings and the right to refuse use of client photograph without consent.

The right not to be required to make public statements expressing gratitude to the Center.

Responsibilities:

Clients must provide, to the extent possible, information needed by professional staff providing services to the consumer.

Clients must follow plans, instructions and guidelines for care that they have agreed upon with their practitioner.

Clients must participate, to the degree possible, in understanding their behavioral health problems and develop mutually agreed upon treatment goals.

INQUIRY, APPEAL AND GRIEVANCE PROCEDURES:

There is always the potential that the treatment received by a client may not be perceived by that client as fair or appropriate. To safeguard against any mis-treatment of a client, or any failure to provide quality care, or inaccurate accounting regarding client charges, Professional Care has established a grievance procedure whereby the client can make his or her concern known.

The basic procedure if you have a complaint or concern is as follows:

Client's who express dissatisfaction will be instructed to talk to clinical or administrative staff regarding their complaint or grievance.

Client's will be asked if they wish to write a formal grievance and they will be assisted by the Grievance Coordinator or Site Administrator.

Complaints and grievances will be investigated and resolved within 30 days.

Clients will be informed of their right to appeal with Professional Care Services,

Magellan, or other private or state agencies.

PROGRAM RULES FOR CLIENTS:

Clients may not bring weapons on premises.

Client may not bring alcohol on premises.

Intoxicated clients will not be seen for treatment (but may be screened for other services).

Clients must not be disruptive.

Clients must keep appointments as scheduled or cancel at least 24 hours prior to appointment.

Clients must assume appropriate financial responsibility for services.

CONFIDENTIALITY:

A basic right of every client is the right to confidentiality. Confidentiality is both an ethic and a law which prevents disclosures about clients and their care without their expressed permission, except in medical emergencies, cases of suspected child abuse, threat to the lives of self or others, or by Court Order.

If you have any further questions about confidentiality, please feel free to ask your treating clinician.

MENTAL HEALTH & SUBSTANCE ABUSE ADVOCACY NUMBERS

National Alliance for the Mentally Ill 1(800) 838-7880

Alcohol & Drug Services 1(800) 662-HELP