

Consumer Rights & Responsibilities

YOU HAVE THE RIGHT TO:

1. To be treated with dignity and respect,
2. To be free from:
 - a. Abuse,
 - b. Neglect,
 - c. Exploitation,
 - d. Restraint or seclusion, of any form, used as a means of coercion, discipline, convenience, or retaliation,
3. To a safe, sanitary, and humane living environment that:
 - a. Provides privacy, and
 - b. Promotes dignity,
4. To receive treatment services free of discrimination based on the client's race, religion, sexual orientation, ethnic origin, age, disabling or a medical condition, legal status, and ability to pay for the services,
5. To privacy in treatment, including the right not to be fingerprinted, photographed, or recorded without consent, except for:
 - a. Photographing for identification and administrative purposes, as provided by R03-602, or
 - b. Video recordings used for security purposes that are maintained only on a temporary basis,
6. To receive assistance from a family member, designated representative, or other individual in understanding, protecting, or exercising the client's rights,
7. To confidential, uncensored, private communication that includes letters, telephone calls, and personal visits with:
 - a. An attorney
 - b. Personal physician,

- c. Clergy,
 - d. Addiction and Prevention Services Staff, or
 - e. Other individuals unless restriction of such communication is clinically indicated and is documented in the client record,
 8. To practice individual religious beliefs including the opportunity for religious worship and fellowship as outlined in program policy,
 9. To be free from coercion in engaging in or refraining from individual religious or spiritual activity, practice, or belief,
 10. To receive an individualized treatment plan that includes the following:
 - a. Client participation in the development of the plan,
 - b. Periodic review and revision of the client's written treatment plan, and
 - c. To have the client's parent, guardian, or designated representative participate in treatment planning and review processes, if applicable,
 11. To refuse treatment or withdraw consent to treatment unless such treatment is ordered by a court or is necessary to save the client's life or physical health,
 12. To receive a referral to another program if the licensee is unable to provide a treatment service that the client requests or that is indicated in the client's assessment or treatment plan,
 13. To have the client's information and records kept confidential and released according to R03-602.
 14. To be treated in the least restrictive environment consistent with the client's clinical condition and legal status,
 15. To consent in writing, refuse to consent, or withdraw written consent to participate in research, experimentation, or a clinical trial that is not a professionally recognized treatment without affecting the services available to the client,

16. To exercise the licensee's grievance procedures,
17. To receive a response to a grievance in a timely and impartial manner,
18. To be free from retaliation for submitting a grievance to a licensee, the Addiction and Prevention Services, or another entity,
19. To receive one's own information regarding:
 - a. Medical and psychiatric conditions,
 - b. Prescribed medications including the risks, benefits, and side effects, whether medication compliance is a condition of treatment, and
 - c. Discharge plans for medications,
20. To obtain a copy of the client's clinical record at the client's own expense
21. To be informed at the time of admission and before receiving treatment services, except for a treatment service provided to a client experiencing a crisis situation, of the:
 - a. Fees the client is required to pay, and
 - b. Refund policies and procedures, and
20. To receive treatment recommendations and referrals, if applicable, when the client is to be discharged or transferred.

5. The prohibitions of this section do not apply to any interchange of records—
 - a. Within the Armed Forces or within those components of the Veterans' Administration furnishing health care to veterans, or
 - b. Between such components and the Armed Forces.
- The prohibitions of this section do not apply to the reporting under State law of incidents of suspected child abuse and neglect to the appropriate State or local authorities.
6. Any person who violates any provision of this section or any regulation issued pursuant to this section shall be fined not more than \$500 in the case of a first offense, and not more than \$5,000 in the case of each subsequent offense.