

Wyandot Counseling Associates Client Rights Policy

The Client has a right:

To right to be treated with respect and dignity and be provided with courteous, professional care, without discrimination due to race, religion, gender, cultural practices, ethnicity, disability, sexual orientation or HIV status

The right to receive services in a safe environment.

The right to receive culturally competent services

The right to understand and participate in the behavioral health treatment process

The right to receive confidential care and record-keeping

The right to request to change psychiatrist, service provider, clinician and/or get a second opinion

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 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 and to receive a timely response to problems and concerns.

The right to have access to his/her records.

The Client Has a Responsibility:

To give your practitioner complete and honest information about your past and present health, mental health and/or addiction symptoms and to inform the practitioner of any lifestyle, health or mental health issues that could affect your health or the health treatment plan

To assist your health care provider in compiling a complete record by authorizing Wyandot Counseling Associates to obtain necessary information from appropriate sources

To understand and follow the treatment plan prescribed by your mental health provider and to discuss any difficulties or questions you might have adhering to the treatment plan or to following provider recommendations

To ask questions and seek clarification regarding areas of concern; and to weigh the consequences of refusing to comply with instructions and recommendations

To act in a respectful and considerate manner with Wyandot Counseling Associates personnel and patients

To arrive at your appointments on time or give 24 hour notice of cancellation, so that other patients may utilize that time

To fulfill financial obligations for care and services at the time services are rendered

To perform all administrative functions with regards to filing his/her insurance claims

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.

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 mistreatment of a client, or any failure to provide quality care, or inaccurate accounting regarding client charges, Wyandot Counseling Associates 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:

- 1) Talk it over with your counselor, therapist, case manager or other professional. Sometimes problems can easily be resolved through communication.
- 2) Talk with the agency's Clients Rights Officer. If the problem is still not resolved, this person can assist you in taking appropriate action.
- 3) Clients will be asked if they wish to write a formal grievance and they will be assisted by the Grievance Coordinator or Site Administrator in submitting this grievance if needed.
- 4) Complaints and grievances will be investigated and resolved within 30 days.
- 5) Clients may also call the Wyandot County Board of Mental Health's Clients Rights Officer at 419-448-0640. Clients additionally have the option of calling the Clients Rights Officer at the Ohio Department of Mental Health at 614.466.2333.

MENTAL HEALTH & SUBSTANCE ABUSE ADVOCACY NUMBERS

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

Alcohol & Drug Services 1(800) 662-HELP