

## Consumer Rights VS Mental Health, Developmental Disabilities, and Addictive Diseases

State and Federal laws protect your rights as a consumer in all treatment programs provided. Below is a simplified outline of those rights.

### My Rights Are:

- The right to receive care suited to my needs
- The right to receive services that respect my dignity and protect my health
- The right to receive treatment regardless of race, ethnic origin, religion, creed, gender, handicap, or sexual orientation
- The right to pertinent information, including the benefits and risks of treatment, in sufficient time to make informed decisions
- The right to participate in planning my own program, and the right to request choice over the composition of the service delivery team, service delivery, release of information, concurrent services, involvement in research projects if applicable, and the right to be informed of the rules, procedures, and schedules of the program.
- The right to be informed in advance of the reason(s) for discontinuance of service, and to be involved in planning for the consequences of that event
- The right to active and informed participation in the establishment, periodic review, discharge planning and/or reassessment of the service/ treatment plan
- The right to consent to or refuse any services, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal.
- The right of referral to legal entities for appropriate representation, and to self help and advocacy support services
- The right to prompt and confidential services even if unable to pay
- The right to request an opportunity to inspect, copy, and correct my records (see Privacy Practices Notice)
- The right to exercise all civil, political, personal, privacy and property rights to which I am entitled to as a citizen
- The right to remain free of physical restraints or time-out procedures unless such measures are required for providing effective treatment or for protecting my safety or the safety of others
- The right to remain free of unnecessary or excessive medication
- The right to service in a humane setting in the least restrictive possible service as defined in the individual's treatment plan and that is free from physical, sexual, verbal, and psychological abuse, financial or other exploitation, threatening, retaliation, humiliation, neglect and physical punishment.
- To the extent possible within program guidelines, the right, if a residential consumer, to converse privately, to have a reasonable access to a telephone, to receive and send mail, to have visitors, and to retain my personal effects and money
- The right to file a complaint or grievance if I feel that any of these rights have been restricted, denied, or to appeal a decision made by staff and that such action will not result in retaliation or barriers. Information on how to file a complaint or contact my Consumer's Rights Representative is present on a poster near the reception desk at every service site
- The right to obtain from the agency, upon written request, a copy of the most recent completed report of licensing inspection.

The right to have visitors and to have use of the community telephone, within the agency's prescribed hours and rules

The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of treatment, payment or healthcare operations, unless release of information is specifically authorized by the client or legal guardian of an adult client in accordance with Rule 5122:2-3-11 of the administrative code. Records will then be stamped with the following statement: "This information has been disclosed to you from records whose confidentiality is protected by Federal Law. Federal regulation (42CFR, Part 2) prohibits you from making further disclosure of it without the specific written consent of the person to whom it pertains, or as otherwise permitted by such regulations. A general authorization for the release of medical or other information is not sufficient for this purpose."

The right to receive an explanation of the reason(s) for denial of services

The right to know the cost of services

I have received a copy of my rights as a consumer and understand that I may receive further information about my rights from my case coordinator or any other employee of the agency at any time.

The right to be informed of one's own condition, of proposed or current services, treatment, or therapies, and of the alternatives.

The right to participate in any appropriate and available agency services, regardless of refusal of one or more other services, unless there is a valid and specific necessity precludes and/or requires the client's participation in other services. This necessity will be explained to the client and written into the client's current service plan.

The right to a current, written, individualized services/treatment plan that addresses the client's mental health, physical health, social and economic needs, and that specifies the provision of appropriate and adequate services, as available, either directly or by referral. Additionally, the client shall have the right to a periodic review of the service plan, and to participate in the development of it.

The right to have the opportunity to consult with independent treatment specialists or legal counsel, at the client's own expense.

The right to receive a Notice of Privacy Policy and the ability to revoke authorization to disclose.

The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual for clear treatment reasons in the client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting information shall explain to the client and or other persons authorized by the client the factual information about the individual client that necessitates the restriction. The restriction must be renewed at least annually to retain validity. Clients may request access and/or a copy of their own records through a written request. There is a copy fee.

The right to be fully informed of all rights, and to exercise any and all rights without reprisal in any form, including continued uncompromised access to services.

The right to access appropriate personnel in the case of a physical or mental health emergency.

### **My Responsibilities Are:**

Complying with the rules and regulations of the organization providing health care.

Showing respect for the rights of other clients/patients and health care workers.

Becoming knowledgeable about health plan coverage, being aware of financial obligations, and making a good-faith effort to meet financial obligations.

Becoming involved in care decisions by disclosing relevant, accurate, and complete information and sharing concerns and asking for information.

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Greater individual involvement by clients in their care increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost conscious environment. Such client responsibilities include: Reporting wrongdoing and fraud to appropriate resources or legal authorities.

The right to file a complaint against the Agency for violation of client rights to Georgia Department of Human Rights at:

Georgia Department of Community Health 2  
Peachtree Street, NW  
Atlanta, GA 30303-3159  
PH: (800) 878-6442 PH: (404) 657-5700

The right to file a complaint with the HIPAA privacy officer, or with the office for Civil Rights at:

Office of Civil Rights US DHHS  
61 Forsyth St. Suite 3B70  
Atlanta, Ga 30303-8909  
(404) 562-7886; (404) 331-2867 (TDD); (404) 562-7881 FAX

The right to file a complaint with the Regional office:

Region 1 (Lookout Mountain Community Services and Highland Rivers Health) 1230  
Bald Ridge Marina Road  
Suite 800  
Cumming, GA 30041  
Phone - 678-947-2818  
Toll Free - 1-800-217-4462

Region 2 (Serenity Behavioral Health Services)  
3405 Mike Padgett Highway, Building 3  
Augusta, GA 30906  
Phone - (706) 792-7733  
Fax - (706) 792-7740  
Toll Free - 1-866-380-4835

Region 3 (St. Jude's Recovery Center, Odyssey Family Counseling Center, View Point Health, CHRIS Kids)  
100 Crescent Centre Parkway, Suite 900  
Tucker, GA 30084  
Phone - (770) 414-3052  
Fax - (770) 414-3048

Region 4  
PO Box 1378  
Thomasville, GA 31799-1378  
Phone: 229-225-5099  
Fax: 229-227-2918  
Toll free: 1-877-683-8557

Street Address  
400 S. Pinetree Boulevard  
Thomasville, GA 31792

Region 5 (Unison Behavioral Health, Gateway Behavioral Health Services) 1915  
Eisenhower Drive, Building 7  
Savannah, GA 31406  
Phone: (912) 303-1670  
Fax: (912) 303-1681

Region 6  
3000 Schatulga Road  
Columbus, Georgia 31907-2435  
Phone - (706) 565-7835

A copy of the Bill of Client Rights is posted on the bulletin boards in each program.

During Intake process, Admissions staff reviews the Bill of Client Rights with the

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client. The client then signs the Verification Form that documents the client read and understood the statement of her/his rights. A copy of the Bill of Client Rights is given to each client during intake.

All staff members receive training during orientation on client rights.

### Signatures

Electronic  
Signature:  
Next Staff to  
Sign:

### Signature History

Action	Date	Staff
No records found		