

# **PATIENTS' RIGHTS AND RESPONSIBILITIES**

Patients have the right:

1. To receive accurate, easily understood information;
2. To be treated fairly and impartially, regardless of race, ethnicity, national origin, religion, sex, age, mental or physical disability, Sexual orientation, genetic information, or source of payment;
3. To be treated with considerate, respectful, humane, and adequate care from all staff members, at all times, and under all circumstances;
4. To treatment, care, and services that are adequate, humane, and appropriate, in compliance with relevant State, local, and federal laws and regulations;
5. To be informed of their rights and responsibilities at the time of admission and annually thereafter, and have those rights available at all times for review and clarification;
6. To provision of care in the least restrictive environment, free from seclusion or restraint;
7. To have access or referral to legal entities for appropriate representation, self-help support services, and advocacy support services;
8. To evidence-based information about alternative treatments, medications, and modalities;
9. To give informed consent (or refusal) or expression of choice regarding service delivery, release of information, concurrent services, composition of the service delivery team, and involvement in research projects;
10. To protection from the behavioral disruptions of other persons served;
11. To have access to review (with staff supervision) their own records, and to receive copies in a timely fashion;
12. To privacy in their interactions with Program staff;
13. To confidentiality in accordance with State and Federal regulations, including HIPAA and 42 CFR Part 2 (confidentiality of alcohol and drug abuse patient records), and to be informed of the extent and limits of confidentiality;

14. To freedom from physical, mental, or sexual abuse; financial or other exploitation; retaliation; humiliation; or neglect by Program staff;
15. To have access to pertinent information in sufficient time to facilitate decision making;
16. To make formal grievances or complaints to the Program, including investigation and resolution of alleged infringements of these and other legal rights, to have access to grievance/complaint procedures posted in conspicuous places, to receive a decision in writing, and to appeal to unbiased sources; and
17. To provide input to the Program, when appropriate, through a variety of mechanisms to improve service delivery.  
Patients' responsibilities include:
  1. Taking an active role in the formulation and ongoing reviews of their treatment plan;
  2. Meeting with their counselor for and participating in required counseling sessions;
  3. Complying with drug screen requests and other Program interventions;
  4. Paying all charges in full when due or maintaining active, valid insurance coverage without interruption; and
  5. Treating all staff members and other patients with respect at all times.