



CLIENT RIGHTS

You have the Right to...

- ✓ have all your family and personal information kept confidential.
- ✓ a copy of our policies.
- ✓ privacy. We will respect you and your property.
- ✓ get the right amount of the right kind of care.
- ✓ be protected from abuse, neglect, retaliation, humiliation, exploitation.
- ✓ ask questions and make your ideas known.
- ✓ access an accurate record of your treatment here, treatment plans, and notes about your goals.
- ✓ take part in talking about, developing, and reviewing all the important information needed to develop your treatment plan.
- ✓ participate in services decisions.
- ✓ decide whether to receive services.
- ✓ refuse services.
- ✓ know the possible consequences if you choose to refuse services.
- ✓ hear and talk about your family strengths, risks, and safety issues.
- ✓ know when your information is requested and where it's sent.
- ✓ know who can help you speak out for yourself. When you need advocacy support services, you have the right to contact the **Disability Rights Council of North Carolina at 1-877-235-4210, the Agency under federal and state law that protects and advocates for the rights of person with disabilities. The TTY (for deaf and hard of hearing) is 1-888-235-4673.**
- ✓ receive services in office or via telehealth.
- ✓ know about treatment methods and ways to measure treatment progress.
- ✓ know in advance the cost of services.
- ✓ know the understand benefits and risks of treatments and interventions.
- ✓ **24-hour crisis intervention**
- ✓ **urgent services in 48 hours after crisis or be referred to another agency**
- ✓ equal access to treatment no matter your race, ethnic background, gender, age, sexual orientation, or sources of payment. You have the right to be treated with courtesy & respect.
- ✓ voice your opinions and concerns and even file a formal complaint or grievance.
- ✓ If you have a complaint or grievance, if you need our help we will give you the forms and help you fill them out.
- ✓ receive an answer to your complaint and/or grievance in writing.
- ✓ appeal any decision about your treatment and services.
- ✓ request a different agency at any time.
- ✓ **call Partners Behavioral Health Management at 1-888-235-4673 for information about different service providers.**
- ✓ You have the right to have these rights read and explained to you.

If I have any questions about my rights, I will ask my provider. If I believe my rights may have been violated, I can file a complaint/grievance.

Consumer or guardian signature

Date