



helping families help themselves since 1964

CLIENT BILL OF RIGHTS

1. The right to have your personal dignity, privacy and freedom of choice respected.
2. The right to services which promote your freedom of choice as much as possible.
3. The right to know all about your condition, current or proposed treatment plans, and alternative treatments. You also have the right to request, in writing, to review your case record. Upon receipt of the request and appropriate approval, you will be granted access.
4. The right to accept or refuse services after a full explanation of the consequences of your choice. A parent or legal guardian may make this choice for a minor.
5. The right to have your treatment guided by a personal service plan which is written to fit your specific mental health, physical health, social and economic needs, and which shows that you will receive appropriate services to meet those needs either here, or by referral. You have the right to fully participate in designing, reviewing and evaluating your personal service plan.
6. The right to freedom from unnecessary or excessive medication.
7. The right to be free from restraints, punishment, and isolation as well as the right to know about and refuse any unusual or dangerous treatments..
8. The right to receive services from any appropriate agency program, even if you have been refused services from another program, or you received services for the same problem at an earlier time. You keep this right unless there is a specific and valid need for you to not receive those services, or for you to receive other services. If there is such a need, it will be explained to you, and written into your current service plan.
9. The right to know about and refuse observation by one-way mirrors, tape or video recorders, or photographs.
10. The right to get a second opinion or legal advice from outside sources, at your expense.
11. The right to confidentiality and privacy regarding your treatment in accordance with State and Federal law. See the Notice of Privacy Practices for more details.
12. The right to have written notice if your services are going to end, and the right to be involved in planning for the consequences of service ending, and the right to receive an explanation of the reasons for being denied services.
13. The right to not be discriminated against in receiving services because of religion, race, color, creed, sex, national origin, age, lifestyle, physical or mental disability, developmental disability, or inability to pay.
14. The right to know how much our services cost.
15. The right to file a complaint. We hope that you will discuss the situation with your service provider first. When discussion with your service provider fails to resolve the issues, please ask to speak with their supervisor at (765)423-5361. The complaint will be investigated, and you will receive a written response within 10 days. If you believe that you still have not received a satisfactory solution, you have the right to file a written complaint with the President of the agency, Susan Smith. You will receive a written response within 30 days.

CLIENT RESPONSIBILITIES

1. You are responsible for providing accurate information about your current issues and past illnesses.
2. You are responsible for following your treatment or service plan. If you do not understand your plan, you need to speak to your case worker or therapist.
3. You are responsible for reporting unexpected changes in your condition to your provider.
4. You are responsible for your actions if you do not follow your provider's instructions or refuse treatment.
5. You are responsible for keeping any appointments and when unable to do so, notify your provider 24 hours in advance.
6. You must assure that financial obligations of your health care are fulfilled and that any changes in your insurance are reported immediately if appropriate.
7. You must follow these guidelines or the agency reserves the right to refuse services:
 - S you are not permitted to bring any kind of weapon into the agency.
 - S you are not permitted to use or bring illegal drugs or alcohol into the agency.
 - S you are not under the influence of illegal drugs or alcohol during service provision.