

## Central Behavioral Health

### CLIENT RIGHTS AND RESPONSIBILITIES

All individuals and families that we serve have specific rights and responsibilities that they and their providers must abide by. If these are not clear, you have the right to have them explained. If necessary, you may also request that these rights and responsibilities be read to you.

#### Client's Rights

- You have the right to be treated with respect and dignity.
- You have the right to get information about what your diagnosis means.
- You have the right to participate in the development and review of your treatment plan.
- You have the right to participate in decisions about your treatment.
- You have the right to receive treatment in Central's least restrictive setting necessary to accomplish your treatment goals.
- You have the right to have questions about your illness or care answered before treatment begins and while you are in treatment.
- You have the right to refuse treatment and to know what may happen if you refuse treatment.
- You have the right to expect that your records and anything said to your doctor or therapist will be treated confidentially and information will not be released without permission.
- You have the right to be informed of Central's rules and any changes that are made to the rules.
- You have the right to review your record or to get a summary of your record.
- You have the right to a second opinion about any non-emergency care that you receive.
- You have the right to receive needed mental health and substance abuse services at times and locations that are convenient to you.
- You have the right to make complaints regarding the treatment Central has provided or regarding physical or emotional acts relating to your relationship with Central that deprive you of your rights, and have them heard and resolved promptly.

#### Client's Responsibilities

- You have the responsibility to treat Central staff and other clients with respect and dignity.
- You have the responsibility to participate in the development of your treatment plan.

- You have the responsibility to ask questions about your services and care so that you can better understand them.
- You have the responsibility to tell your doctor or therapist about your symptoms and problems and to ask questions.
- You have the responsibility to treat confidentially any information you may hear from other clients through a group or program experience you may be receiving.
- You have the responsibility to make and keep appointments, to be on time, and to call if you must cancel an appointment.
- You have the responsibility to tell your doctor or therapist if you don't agree with treatment recommendations or want to stop services.
- You have the responsibility to learn and follow the rules of Central and your managed care company.

### **EMERGENCY POLICY**

In case of emergency, contact your therapist, case manager, program director or intake worker at the number provided for you. In case of emergency prior to or after normal operating hours, contact Montgomery County Emergency Services 610-279-6100 for adults, for children contact Access Services at 888-435-7414.

### **PARTNERSHIP TERMINATION PROCEDURE**

We expect that both you and Central staff who have partnered with you toward your recovery will carry out each one's responsibility:

- 1) To the extent possible, you will keep the appointments as scheduled; and
- 2) To the extent possible, Central programs and clinical staff will be available for each appointment and/or program day as scheduled.

In addition, it is vital that you keep Central staff updated on any change in your information (like address, phone, etc.) that will assist us in keeping in contact with you. Please provide any changes in your vital information to the receptionist when you come for your appointment or program day.

Should a situation arise where we lose contact with you, Central staff will do the following:

- 1) After a minimum of 60 days, if we have not heard from you, or you have not received any clinical services from Central, we will attempt to contact you by phone.
- 2) If unable to contact you by phone, we will send a letter to the last available address you have provided for us, asking you for a response within two weeks.
- 3) Should there still be no contact with you after that two-week period, your clinical case will be closed.

You may return to Central for services at any time, even if your clinical case has been closed. However, in order to open your clinical case again, the following steps will be necessary:

- 1) Contact our Intake Department at (610) 279-9270 for an appointment.
- 2) Following that intake, an appointment in one of Central's departments will be scheduled.
- 3) If it is a crisis situation, Central will partner with you to help you obtain the services needed.

### **GRIEVANCE PROCEDURE**

- A. Any client, or those helping him/her, may initiate a complaint verbally or in writing, concerning the exercise of these rights or the quality of services and treatment at Central. The complaint should be presented as soon as possible to the therapist, program supervisor or other appropriate person.
- B. Every client shall have the right to the assistance of an independent person and witnesses in presenting the complaint.
- C. The Program Supervisor, Department Head, or their designees receiving the complaint shall investigate the complaint and make every effort to resolve it. Based upon this investigation, a decision shall be rendered within five working days after the filing of the complaint. Persons not directly involved in the circumstances leading to the grievance shall decide the resolution of the complaint.
- D. If there is no resolution to the complaint he/she may file a formal grievance. To initiate this process, the client should contact the Director of Quality who will explain the formal grievance process and give the client the grievance form to fill out and return. Should it be needed, the Director of Quality will provide or offer assistance for the client in completing the form.
- E. The Director of Quality will forward a copy of the grievance to the Department Head, COO, and the Medical Director who will investigate the complaint and make every attempt to resolve it. A decision will be given within thirty working days after the formal grievance is filed. If possible, a decision may be reached before the thirty days, if there has been adequate time to complete a thorough investigation.
- F. If you are not satisfied with the outcome of a grievance, you may also present the grievance to your Behavioral Health Managed Care Organization and/or the County Behavioral Health Administration.

