

1. You have a right to confidentiality

Q.What does the "right to confidentiality" mean?

A.Your therapist and other treatment providers may not discuss your case, give out your record, or disclose any information about your treatment without your permission. This includes talking about your treatment in common areas where information might be overheard.

Q.Who has the right to know I'm receiving treatment here?

A. No one, unless you give written permission. However, there are several exceptions to confidentiality. They include: A. Communicating vital information to Police, emergency room staff, family and others if you are in a crisis which affects your immediate safety or the safety of others. For example: If you report to staff that you have taken an overdose they will need to call the police and ambulance to insure your safety. If you specifically threaten to kill someone staff would need to let the police know and warn the person threatened. B. Information your insurance company needs to process your claim. C. The Department of Mental Health and Addiction Services pursuant to state law. D. Information may be disclosed to a treatment facility or hospital that you are being referred to. This information would be important to insure that you got the correct medications, and that your allergies and medical issues were known etc. E. Staff are mandated reporters of child and elder abuse. If you disclose abuse or neglect of a child in your session staff would need to inform the Department of Children and Families. If you disclose abuse of an elder, staff would need to inform Elder Protective Services. F. Periodically our records are audited by State Agencies and outside accreditation organizations. At those times a small number of charts are reviewed.

2. The right to refuse to be a research subject.

Q. Can I be included in a study without my knowledge?

A. No. You must sign a specific consent for any research project you might be included in. This consent form must outline the purpose of the study, your involvement, and how the results might positively or negatively affect you.

3. The right to privacy

Privacy means different things in different treatment settings. In outpatient, it means that you have a right to a private place to discuss your issues where other clients and therapists can not hear. In residential settings, it means having a private place to dress, privacy in phone conversations, and a separate space to keep your personal belongings.

4. The right to respect and dignity

Examples include freedom from verbal abuse by staff and other clients, freedom from physical threat by staff and other clients, being listened to and having your input considered.

Q. Is there a standard for NCCS employees that addresses how clients are treated?

A. Clinicians must follow ethical standards outlined by their profession as well as by the agency.

5. The right to see one's medical record

Q. Can I see my medical record any time I want?

A. If you would like to see your record or your child's record the therapist will sit down with you and discuss your concerns along with issues that might be brought up by your viewing the record. After this discussion, the therapist or Program Director will sit down with you to go over the record and answer any questions you might have about it. The only time you might not be able to see the record is if the therapist and their supervisor feel viewing the record would do harm. In that case you would receive a full explanation of the reason you won't see the record. You have the right to appeal if you disagree.

6. The rights to participate in your treatment planning, informed consent, and to have treatment options fully explained to you so that you can make informed decisions about your treatment.

When you first see a therapist for intake, they will do an assessment and evaluation. They will review their assessment with the treatment team to make formal treatment recommendations. Then the therapist will contact you with the team's recommendations. Discuss the treatment recommendations with your therapist. If you and the therapist can not come up with an agreed upon treatment contract you may ask for a change in service provider within CHR or to be referred elsewhere. You also have the right to have your family or significant others involved or not involved in your treatment.

Q. What is Informed Consent?

A. Informed Consent means that you have the right to be informed of the risks and benefits of all therapies and medications that are offered to you or your child. The psychiatrist should give you specific information as to the purpose of each medication and any potential side effects. If you do not receive such information, inform your therapist or nurse. The more information you have about treatments, the more effective they will be in helping you.

7. The right to refuse treatment

You have the right to decline treatment or therapy.

8. The right to needed treatment

You can not be turned away from emergency treatment at an emergency room, clinic, or hospital due to your psychiatric disability. For example, you can not be refused treatment by a dentist due to your mental illness.

Q. What if the doctor won't give me Ativan for my anxiety? It helped me in the past.

A. You have the right to receive the appropriate treatment for your illness. If you have anxiety and drink, it might be bad for you to get Ativan because Ativan is an addictive substance. (A doctor wouldn't give you penicillin for a broken leg.) Talk to your doctor or therapist to make sure you understand their rationale for treatment.

9. Freedom from sexual harassment or abuse

Q. What do I do if another client or staff makes sexual comments that make me feel uncomfortable?

A. Ask the person to stop. They might not be aware that their comments are offensive. If you feel unsafe talking to them, speak to a staff person or consumer advocate. The agency has a clear policy regarding sexual harassment that is posted in each site. Get help if you are feeling threatened by unwanted comments or advances.

Q. What is sexual harassment?

A. Sexual harassment is verbal or physical conduct relating to your sex which creates an intimidating, hostile, or offensive environment. It includes unwanted sexual advances, dirty sexual jokes, or unwanted touch.

10. The right not to be discriminated against due to race, gender, sexual orientation, religion, physical, or psychiatric disability

11. The right to examine the agency's policies and procedures

Each program has specific policies in addition to those of the agency. If you would like to review them, ask to speak to the program supervisor.

12. The right to a healthcare proxy

In case you become incapacitated due to physical or mental illness, you might want to make your treatment wishes known in advance. You can do this through a health care proxy. A proxy outlines treatments you do or do not want. A lawyer can help you fill one out in the correct manner so your wishes can be followed out should you become so ill you can't communicate.

13. The right to be informed of the training and credentials of their assigned service staff person

Q. How do I know if the staff person I am assigned to is qualified?

A. You may request to be informed of the training and credentials of the staff assigned to you. Each professional staff member is required to submit credentialing information and be evaluated according to our competency based evaluation yearly.

14. The right to file a formal grievance without fear of punishment, harm, hospitalization or other penalty

Q. What will happen to me if I file a grievance against a staff member?

A. If you would like, a consumer rights advocate can help you file the grievance. You will receive a written response within 15 working days. If you are not satisfied with the response you may initiate an appeal. No one can hospitalize you, take away services, or in any way do you harm simply because you file a grievance. The grievance process is in place to protect your rights.

15. The right to file a safety concern or complaint with CHR or the Joint Commission on Accreditation for Healthcare Organizations.

Q. How can I report concerns about safety, quality of care, potential adverse events or hazardous conditions?

A. CHR is accredited by the Joint Commission who encourages anyone who has a concern or complaint about safety and/or quality of care issues to bring them first to the healthcare organizations leaders, which will often lead to immediate resolution of the matter. If you have concerns we encourage you to report them by contacting the Chief Operating Officer at 860-646-3888, ext 307 or the Assistant to Program Operations at 646-3888, ext 340.

If you wish to report a complaint to Joint Commission you may do so online, by e-mail, fax or regular mail.

On-line: www.jointcommission.org/General Public/Complaint

E-mail: complaint@jointcommission.org

Fax: Office of Quality Monitoring, (630) 792-5636

Mail: Office of Quality Monitoring

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

CONSUMER RESPONSIBILITIES

1. Participation in determining one's treatment goals/plans, and active participation in the treatment.

2. To treat staff and other clients with respect and courtesy.

3. Treating agency property with respect.

4. Canceling appointments with 24 hour notice.

5. Paying at time of visit all applicable fees.

6. Following through on grievance procedures as established in the agency.

7. Resolve conflicts with non-aggressive, nonviolent means.

8. Actively participate in your treatment.

9. There is no smoking allowed in any CHR facility.

Failure to comply with consumer responsibilities may result in involuntary termination of services.