

CONSUMER BILL OF RIGHTS

As a consumer you and your legal guardian/representative, have the right to the following, unless restricted by law.....

- The Right to receive adequate services regardless of race, religion, gender, age, ethnic background, handicap, sexual orientation, or the ability to pay for services you need.
- The Right to receive services from competent, professional and qualified staff at all times.
- The Right to be treated with dignity, respect and compassion at all times.
- The Right to freedom from physical, sexual and psychological abuse.
- The Right to freedom from financial exploitation or humiliation.
- The Right to have all information regarding you and the services you receive explained to you in a method of communication that you can understand.
- The Right to be informed of your medical, developmental, and behavioral status and condition.
- The Right to have and be informed regarding a support/service/treatment plan written to meet your specific needs, based on what you report is important in your life, including your aspirations for the future.
- The Right to your families' participation and anyone else you choose including legal counsel to participate in, or assist you with, the development, implementation and revisions of your support/service/treatment plan.
- The Right to have the support/services/treatment provided in the least restrictive, least intrusive manner possible to achieve the desired outcome from the support/service/treatment plan.
- The Right to be informed in advance of any potential risk, side effects, and intended benefits of any program or medication that may be recommended.
- The Right to request a second opinion from an outside consultant, or a person of your choosing, at your own expense.
- The right to be free from unreasonable or unnecessary drugs, restraints or seclusion except as ordered by a physician for the protection of yourself or others and carried out with appropriate precautions.
- The Right to refuse, under certain conditions and in accordance with the law, any treatment, medications, or services. Upon refusal, the facility may seek appropriate legal alternatives, order involuntary treatment/commitment or, in accordance with professional standards, terminate the relationship with reasonable notice.
- The Right to participate in choosing the composition of your service delivery team.
- The Right to have your pain assessed and treated as recommended by a physician and to the extent permitted by law.

- The Right to be informed in advance and to give consent or deny the use of any special observation and audiovisual techniques such as one way vision mirrors, tape recorders, television, movies or photographs in which you appear.
- The Right to have access to your records in accordance with state and federal laws. If full access is refused, you will be given a response in writing documenting the reasons for such refusal.
- The Right to confidentiality. We will not disclose any information about you, the service you may be receiving, the condition for which you are receiving services, the cost or the payment methods you are utilizing without your written consent or the consent of your legal guardian/representative in advance, unless required or authorized by law.
- The Right to have, in accordance with the Health Insurance Portability and Accountability Act of 1996, your health information protected as specified in the "Notice" you received upon entering services at this agency. If you did not receive such a notice, please contact the office where you receive services and request another copy.
- The Right to report, and be assisted by staff to report, any concerns you may have while receiving services or any recommendations for changes in policies and services without fear of retaliation from the staff or agency. Additionally, you have the right to obtain a copy of the Consumer Concern/Privacy Report policy (PR2.0) upon request.
- The Right to attend self-help and advocacy support groups.

If you are receiving services in a residential setting, the following additional rights are included:

- The Right to, as an adult, manage your own financial affairs or receive assistance/training in this area.
- The Right to time, space and the opportunity for personal privacy unless contraindicated in your support/service/treatment plan and have such contraindications explained to you, your legal guardian or representative and reviewed in accordance with the program regulations or request of the consumer.
- The Right to have visitation by family and significant others in a private area unless contraindicated in your support/service/treatment plan and have such contraindications explained to you, your legal guardian or representative and reviewed in accordance with the program regulations or request of the consumer.
- The Right to send and receive unopened mail unless contraindicated in your support/service/treatment plan and have such contraindications explained to you, your legal guardian or representative and reviewed in accordance with the program regulations or request of the consumer.

- The Right to make and receive phone calls, unless contraindicated in your support/service/treatment plan and have such contraindication explained to you, your legal guardian or representative and reviewed in accordance with the program regulations or request of the consumer.
- The Right to retain and use personal possessions, including clothing and grooming articles in accordance with the procedures within residential facilities designed to protect yourself and others.
- The Right, as an adult, to share a room with a spouse, if applicable.
- The Right to have a roommate of the same gender.
- The Right to be free from cruel and unusual disciplinary practices as well as to be free from all discipline administered by another resident or persons other than professional or direct care staff of the agency.
- The Right to receive payment for work performed on behalf of the facility. The performance of tasks related to the responsibilities of family-like living, such as laundry and housekeeping, shall not be considered work for the facility and need not be compensated.

Additionally, if you are receiving services as a patient within RiverValley Behavioral Health Hospital, you have:

- The Right to convalescent leave status if appropriate and ordered by your physician.
- The Right to not be transferred to another facility, subject to the provisions of KRS645.170.
- The Right to seek relief from participating in your treatment plan.
- The Right to, if you are an involuntary patient, have your individual treatment plan reviewed for appropriateness by the hospital review committee, and the district courts if you, or your legal representative, request such reviews.
- The Right to contact the court designated worker regarding the violation of any rights guaranteed to you.

Financial Services Rights

As a consumer of any services you have the following rights in regards to the charges for your services:

- Have your bill and charges for services explained to you at any time.
- Be informed in advance of the services available and the charges for such services, including charges that may not be covered under Medicare, Medicaid or other third party payors.