

Patient Rights and Responsibilities

I. POLICY:

It is the policy of Beal Wellness to provide quality services in an environment in which the needs of persons served are met through the protection of individual interests. Such an environment is based on respect of the dignity of the person served as an individual who is provided care in a courteous and compassionate manner. The dedication of each employee to the components outlined in this policy is essential in achieving our goal of protection of individual rights and interests.

II. RIGHTS of Persons Served:

1. All persons receiving services from Beal Wellness shall retain all rights, benefits and privileges guaranteed by Federal, State, and local law, except those specifically lost through the due process of law.
2. Persons served have the right to live in the community of their choice without restraints on their independence, except those restraints to which all citizens are subject.
3. Persons served have the right to be treated with courtesy and dignity and are at all times entitled to respect for their individuality, and the recognition that their strengths, abilities, needs, and preferences are not determinable based on a psychiatric diagnosis.
4. Persons served have the right to be notified of all rights accorded them as recipients of services at time of admission or intake, and in terms that he or she understands.
5. Persons served have the right to be treated in the least restrictive setting to meet their needs.
6. Persons served have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice and shall be apprised of the organization's code of ethics/conduct.
7. Persons served have the right to receive services without discrimination based on race, color, sex, sexual orientation, age, religion, national origin, domestic/marital status, political affiliation or opinion, veteran's status, physical/mental handicap or ability to pay for services.
8. Persons served have the right to be treated in an environment free from physical abuse, sexual abuse, physical punishment, or psychological abuse by threatening, intimidating, harassing, or humiliating actions on the part of staff.
9. Persons served have the right to be fully informed of the services to be provided, the right to consent to services, and the right to refuse services (except for legally mandated services) without fear of retribution or loss of rights.
10. Persons served have the right to privacy during facility visits. Individuals and/or group visits are permitted only when the purpose of the visitation is education or professional in nature. Planning for outside visitors shall provide for limited interruption of the routine or the persons served, therapeutic or rehabilitative programs, and related activities. Persons served will be given notice of such visitation.
11. Persons served have the right to confidentiality. Information may not be released without the person's served written permission, except as the law permits or requires.
12. Persons served, or the person's served legal guardians, have the right to review the person's record at any reasonable time upon request, including prior to an authorized release, and shall be afforded the

assistance of an appropriate clinical employee in cases where a reasonable concern exists of a possible harmful effect to the person served through the misinterpretation of information in the record.

13. Persons served, along with family or significant other(s), when appropriate, have the right to participate in their treatment and treatment planning. Persons served have a right to a full and complete explanation of the nature of treatment and any known or potential risks involved therein.
14. Persons served have the right to an individualized, written treatment plan to be developed promptly following admission, treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of services that may be needed following discharge from services.
15. Persons served have the right to request and receive outside/external professional consultation regarding their treatment at their own expense.
16. Legally competent persons served have the right to refuse treatment, except in emergency situations or other circumstances required by law. Persons served shall not be denied treatment, services, or referral as a form of reprisal, excepting that no individual provider shall be obligated to administer treatment or use methods contrary to his or her clinical judgment.
17. Persons served shall have access to written information about fees for services and their rights regarding fees for services and will not be refused services due to an inability to pay.
18. Persons served have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility and have the right to appeal such decisions.
19. Persons served have the right to informal complaint and/or formal grievance regarding practices or decisions that impact their treatment or status without fear or concern for reprisal by the organization or its staff and have the right to have this process clearly communicated to them upon entry to services and throughout participation in services.
20. Persons served have the right to refuse to participate in research without loss of services and participate in research on a voluntary basis only with full written informed consent.
21. Persons served have the right to access guardians, self-help groups, advocacy services and legal services at any time. Access will be facilitated through the person responsible for the person's service coordination.
22. Persons served have the right to be treated in the least restrictive environment, be provided evidence-based information about alternative treatments, have access their to their records, have equal access to treatment regardless of race ethnicity, color, national origin, culture, language, spiritual beliefs, socioeconomic status, gender, age, sexual orientation, domestic/marital status, political affiliation or opinion, veteran's status, physical/mental handicap and sources of payment or ability to pay for services
23. Persons served have the right to be informed of appeal procedures, initiate appeals, have access to grievance procedures, receive a grievance appeal decision in writing, and appeal a grievance decision to an unbiased source.
24. Persons served have the right to be protected from the behavioral disruptions of other persons served.

III. PROGRAM PARTICIPANT RESPONSIBILITIES

1. Persons served have the responsibility to treat other persons served and staff with courtesy.
2. Persons served have the responsibility to behave in such a way as to protect themselves and others from exposure to or transmission of any infectious or communicable disease, including diseases that are sexually transmitted.
3. Persons served have the responsibility to make their concerns known to Beal Wellness staff and to ask questions when they require information from staff.
4. Persons served have the responsibility to follow all of Beal Wellness's safety rules and posted signs.
5. Persons served have the responsibility to keep scheduled appointments.

6. Persons served have the responsibility to attend services without the use of alcohol or illicit drugs.
7. Persons served have the responsibility to honor financial obligations to the practice.