

CONSUMER RIGHTS

All consumers visiting this practice have the following consumer rights regardless of age, race, sex, religion, national origin, sexual orientation, or disability:

- The right to be treated with respect and recognition of their dignity and right to privacy.
- The right to participate with providers/practitioners in making decisions about their mental health care.
- A right to a candid discussion with service providers/practitioners on appropriate or medically necessary treatment options for their condition, regardless of cost or benefit coverage. They may need to decide among relevant treatment options, the risks, benefits, and consequences, including their right to refuse treatment and to express their preferences about future treatment decisions regardless of benefit coverage limitation.
- A right to voice complaints or appeals about providers or the care they provide.
- The right to refuse services.
- The right to request and receive a copy of his or her medical record subject to therapeutic privilege set forth in NC G.S. 122C-53(c) and to request that the medical record be amended or corrected in accordance with 45 C.F.R. Part 164 and the provisions of NC G.S. 122C-53(c). If the therapist determines that this would be detrimental to their mental wellbeing, they can request that the information be sent to a physician or professional of their choice.
- If they disagree with what is written in their medical records, they have the right to write a statement to be placed in their file. However, the original notes will also stay in the record until the statute of limitations ends according to the MH/DD/SA retention schedule.
- The right to participate in the development of a written person-centered treatment plan and individualized crisis plan that builds on individual needs, strengths, and preferences and to receive a copy of this plan. This treatment plan must be implemented within thirty (30) days of their starting service. Each client will be given a copy of this plan at its completion.
- The right to a second opinion.
- The right to take part in the development and periodic review of their treatment plan and to consent to treatment goals in it.
- The right to freedom of speech and freedom of religious expression.
- The right to treatment in the most normal, age-appropriate and least restrictive environment possible.
- The right to ask questions when they do not understand their care or what they are expected to do.
- A responsibility to supply information (to the extent possible) that providers need in order to provide care.
- A responsibility to follow plans and instructions for care that they have agreed to with their provider.

- A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
- A responsibility to attend and fully participate in sessions including completing work outside of our session time.

COMPLAINTS

If you believe I have violated your privacy rights, or behaved in any way unethically, you may contact the North Carolina Social Work Certification and Licensure Board at 1-866-397-5263. If you are a Medicaid recipient, you may contact Cardinal Innovations Consumer Affairs at 919-913-4000 or the Cardinal Innovations Anonymous Concern Line at 888-213-9687. The Disability Rights North Carolina number is 877-235-4210. You also have the right to file a complaint in writing with the Secretary of Health and Human Services at 200 Independence Avenue, S.W. Washington, D.C. 20201 or by calling (202) 619-0257. **I will not retaliate against you for filing a complaint.**

Any complaints will be addressed promptly and I will do my best to resolve the issue within 30 calendar days.