



## CLIENT RIGHTS

As a client, you have many rights. Understanding your rights will help you get the best possible care. Knowing your rights can help you make better decisions about your care and resolve any problems that may occur. You always have the right to ask questions and get the information you need to make the best decision for you.

### **It is your right to:**

**Be informed of your rights.** By law, we must inform you of all of your rights within the first three visits to our program. You have the right to ask that printed information explaining your rights be given to you in a way that you understand. You have the right to know what to do and who to call if you believe someone is trying to take your rights away.

**Know what is expected of you.** We must let you know about any rules that you need to follow. This information should be shared with you when you begin receiving services. If this does not happen, ask a staff member.

**Get the best services possible.** You should receive the best care possible from professionals who care about your needs.

**Always be treated with respect.** Employees should be courteous, attentive, and sensitive to your needs and values.

**Confidentiality.** Medical records, treatment plans, and any other information about you (including what you say or share) must be kept confidential. (See HIPAA Privacy Notice for more detailed information.) To be given this information, anyone not directly involved in your care, including family members, must have your permission. Confidential information may not be disclosed without written consent when federal statutes prohibit that release. By law, there are some situations when information about you may be shared without your permission. These include:

- When it is in your best interest and it will not be harmful to you, your closest relative or guardian may be informed that you are a client. If you are under 18 years old, your parent or guardian may be informed that you are a client.
- When a client advocate who is helping you needs to review your record.
- When we are ordered by court to release your record.
- If our attorney needs to see your file because of a lawsuit or other legal action.
- If you have been committed to an institution and we need to share information about you in order to manage your care.
- If we transfer your care to any other county mental health program or state facility.
- If you are in prison and your record needs to be shared with prison officials to continue your treatment.



# Lorven

Child and Family Development

- If you have an emergency, we may need to share information with another professional who is treating you.
- If a physician or other professional who referred you to our program needs information.
- If you are a danger to yourself or others, or if we believe that you will commit a serious legal offense or become violent.
- If requested by a funding source and/or audit.

**Informed consent.** This means having all of the information you need before you make a decision about your care. Except during an emergency, informed consent is always your right. Before you give your approval for any service or treatment, be sure you have all of the information you need. This includes understanding your service plan and choices. It is your right to be involved in developing and reviewing your service plan. This plan must be in use no later than 30 days after your services start. Before you agree to your plan, you must be informed of the advantages and risks of the services you receive. You must also be informed about all of the different kinds of services available to you through *Lorven Child and Family Development*.

**Accept or refuse services.** By law, you can accept or refuse any procedure, medication, test or treatment with *Lorven Child and Family Development*. The only times you can be treated without your permission are during an emergency, when it is court-ordered, or if you are under 18 years of age and your parent or guardian has given permission.

**Review your medical record.** In general, you have the right to review information in your medical record, which includes your service plan. The only time you cannot see your record is if more than one professional determines that it would be harmful for you or someone else. Please inquire about obtaining your record and service plan by asking your clinician and/or the Director.

**Know the costs for services.** Fees for services should be discussed with you at your first visit.

**Take part in discharge planning.** A discharge plan provides recommendations for your care after you complete your treatment with *Lorven Child and Family Development*. Be sure to discuss what your needs are with a staff person before leaving the agency.

**Be accepted for treatment.** Your services cannot be denied, interrupted, or reduced without good cause. If you are a Medicaid client (or are eligible to be one) and your treatment is denied, interrupted, reduced or stopped, you can appeal the decision by following instructions given to you when you are notified of the change in service.

**Be aware of when seclusion and restraints are allowed.** *Lorven Child and Family Development* does not use seclusion or restraint.

**Be aware of search and seizure.** All clients receiving services at *Lorven Child and Family Development* shall be free from unwarranted invasion of privacy. Should a situation arise where the safety of the client or others in the agency is in question, local law enforcement agents will be immediately involved.



**Make a complaint.** You may obtain a copy of the Grievance Procedure from your counselor and/or Director. We will assist you in understanding and following the grievance procedure upon your request. You can also contact any of the advocacy groups listed below, including North Carolina Disability Rights, at 877-235-4210, 919-856-2195, or [info@disabilityrightsn.org](mailto:info@disabilityrightsn.org), the statewide agency designated under Federal and State law to protect and advocate for the rights of persons with disabilities. You may also contact North Carolina Department of Health and Human Services at 919-855-4800. If your complaint involves physical or sexual abuse, you should call the Department of Social Services at 336-242-2500 or 336-474-2760.

**Contact an advocate.** Advocates can help to protect your rights and resolve conflicts. Listed below are a few of the organizations you can call to get in touch with an advocate.

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| • NC Care-Line                                 | 1-800-662-7030 |
| • NC Mental Health Consumer's Organization     | 1-800-326-3842 |
| • NAMI North Carolina                          | 1-800-451-9682 |
| • Mental Health Association of Davidson County | 336-956-2952   |
| • NC Disability                                | 1-888-268-5535 |

#### **Lorven Child and Family Development After Hours Emergency Coverage**

- **DIAL 911**
- **Call Crisis line for domestic violence, rape or sexual assault:** 336-243-1934
- **For face-to-face assessment or psychiatric hospitalization:** Daymark Recovery Services, 336-242-2450; Thomasville Medical Center, 336-472-2000; Lexington Memorial Hospital, 336-248-5161; Old Vineyard Behavioral Health, 336-794-3550