

SUMMARY OF CLIENT'S RIGHTS IN COMMUNITY MENTAL HEALTH, DEVELOPMENTAL DISABILITY AND ADDICTIVE DISEASE PROGRAMS

When you receive services in a community mental health, developmental disability, and/or addictive program, your rights are protected by the Rules and Regulations contained in Chapter 290-4-9. A full copy of the Rules is available to you at the program where you are served. Below is a simplified outline of those rights and others available to you. The Rules and Regulations describe any limitation to these rights and other provisions which may apply and should be consulted when there is a dispute or question regarding any of these rights.

Your rights include:

If you want to know more about your rights, a full copy of the Regulations is available to you on request. A summary of the Client's Rights Complaint process is reviewed on the other side of this page.

- The right to reasonable access to care, treatment and services regardless of race, spiritual beliefs, gender, sexual orientation, ethnicity, age, social economic status, language or disability.
- The right to personal dignity.
- The right to care, treatment, and services that is considerate and respectful of the personal values and beliefs of the individual served.
- The right to be informed of the program rules.
- The right to informed participation in decisions regarding care, treatment, and services.
- The right to participate in care, and service planning in keeping with the wishes of the individual served and the right to information important in a timely manner to help in decision making.
- This right is applied to children and youth as appropriate to their age, maturity and clinical condition and the right of the family of individuals served, with the client's consent to participate in such planning. (Psychiatric Advance Directives, Living Will, or Durable Power of Attorney for Healthcare)
- The right to individualized care, treatment, and services, including that is responsive to each individuals unique characteristics, strengths, needs, abilities and preferences including:
 - Adequate and humane services regardless of the sources of financial support;
 - Provision of services within the least restrictive environment possible;
 - An Individualized Recovery/Resiliency Plan or Treatment Plan;
 - Periodic review of the individualized treatment plan;
 - An adequate number of competent qualified and experienced staff to supervise and carry out the individualized service plan.
- The right to participate in the consideration of ethical issues that arise in the provision of care, treatment and services, including:
 - Resolving conflict including an investigation of alleged infringements of rights and resolution;
 - Participating in investigational studies or clinical trials, including adherence to all guidelines and ethics.
- The right to personal privacy and confidentiality of protected health information under the Health Insurance Portability and Accessibility Act (HIPAA) that include:
 - The right to receive Notice of Privacy Practices;
 - The right to access clinical records;
 - The right to request amendment to clinical records;
 - The right to request restriction on communications;
 - The right to request confidential communications;
 - The right to accounting of disclosures;
 - The right to file a complaint.
- The right to designate an agent to assist in decision making if the individual served is incapable of understanding proposed care, treatment, and services or is unable to communicate his or her wishes regarding treatment, care and services.
(Psychiatric Advance Directives)
- The right of individuals served and their families to be informed of their rights in a language that they understand. The right to refuse medication or care, treatment, and services to the extent permitted by law.
- The right to be free of neglect, verbal abuse, physical abuse, sexual abuse, psychological abuse, financial or other exploitation, humiliation, retaliation, corporal punishment, fear, and /or denial of nutritionally adequate care and basic needs such as clothing, shelter, rest of sleep.

- The right to see the licensing report completed by the Department of Human Services.
- The right to the methods used to obtain authorization for services.
- The right to access referral or legal entities and to access self help and advocacy and support services.
- The right to file a complaint and appeal either through Pathways or directly to DBHDD. Pathways encourages individuals to utilize the Pathways Complaint and Appeal process to resolve issues.

As an individual receiving services at Pathways Center, you have the following Responsibilities:

- Give us all the facts about the problems you want help with and bring a list of all other doctors providing care for you and tell us about any other problems you are getting treatment for.
- Follow your person-centered plan once you have agreed to it.
- Keep all appointments or call 24 hours before an appointment if you cannot come in.
- If you receive medicine from us, bring in your medicine bottles and all others you have from other doctors.
- If you have Medicaid or Medicare, bring in your card each time you come for an appointment
- Let us know about changes in your name, insurance, address, telephone number or your finances.
- Pay your bill or let us know about problems you have in paying.
- Treat staff and other consumers with respect and consideration.
- Follow the rules of the program where you receive services.
- Let us know when you have a suggestion, comment or complaint so we can help you find an answer to the problem.
- Respect the confidentiality and privacy of other consumers.
- Be very involved in developing and reviewing your person-centered plan.
- Ask for information about your problems.
- Talk to your case manager, counselor or doctor and others on your planning team often about your needs, preferences and goals and how you think you are doing at meeting your goals.

SUMMARY OF CLIENT'S RIGHTS COMPLAINT PROCESS

Any consumer (or guardian or parent if a minor), or representative, or any staff member may file a complaint alleging that a client's rights have been violated. A simplified outline of that process is provided below. You may choose to use the Pathways Center process or you may directly contact the Department of Behavioral Health and Development Disabilities Constituent Services and file a complaint with them. The full procedure appears in the Rules and Regulations on Client's Rights (Chapter 290-4-9) and is available to you on request.

Option 1: Pathways Center Process:

Step 1

You should file your complaint with the Pathways Center Client's Rights Subcommittee. Your representative's name is given on a poster at your program service site. A form for this complaint is available on request, though you may also make your complaint by telephone or in person.

The Clients' Rights Subcommittee will act on your complaint within five (5) working days. You will be notified in writing of the action taken.

Step 2

If your complaint is not resolved to your satisfaction, you may file a written request for a review of your complaint by Pathways Center Executive Director. This request must be filed within fifteen (15) working days from the date of your request and you will be informed of the outcome.

Step 3

If you are not satisfied with the decision of the Executive Director, you may appeal this decision within ten (10) working days to the Regional Board's Regional Coordinator. The Regional Board's Regional Coordinator will issue a decision in writing within ten (10) working days.

Step 4

If you remain dissatisfied after a review by the Regional Board's Regional Coordinator, you may, within ten (10) working days, request a further review by the Director of the Division of Mental Health, Developmental Disability and Addictive Diseases. The Division Director's decision, which must be issued in writing within ten (10) working days (14 days if the case is returned to the Regional Board's Regional Coordinator for further proceedings), will be final.

Option 2: Department of Behavioral Health and Developmental Disabilities.

If you choose you may file an initial complaint or grievance to the DBHDD Office of External Affairs at 404-657-5964 (phone), 770-408-5439 (fax) or by email at DBHDDconstituentservices@dhr.state.ga.us
There is additional information located at <http://dbhdd.georgia.gov>

Craig Dunn 244 Odell Road, Suite 6 Griffin, GA 30224 Phone: 770-223-3407	Kay Hill 120 A Gordon Commercial Dr. Lagrange, Ga 30240 Phone: 706-845-4045	Sammy Foster 756 Woodbury Rd Greenville, GA 3022 Phone: 706-672-1118	Chatele Chester 122 C Gordon Commercial Dr. Lagrange, GA Phone: 706-845-4045	DBHDD Office of External Affairs Phone: 404-657-5964 Fax: 770-408-5439 Email: DBHDDconstituentservices@dhr.state.ga.us or http://dbhdd.georgia.gov
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