



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 can understand. You have the right to know what to do and who to call if you believe someone is trying to take away your rights (please see advocacy list).
- **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 first have your permission. 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.
 - Right to release minimal information necessary.
 - When a client advocate who is helping you needs to review your record.
 - When we are ordered by the 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.
 - 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.
 - Right to an accounting of released information.
 - Your confidentiality is protected at Family Solutions by two laws NC G.S. 122C52-56 and 164.512 of HIPAA.
- **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 your 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 that are available to you through Family Solutions and the local MCO.
- **Accept or refuse services.** By law, you can accept or refuse any procedure, medication, test or treatment with Family Solutions. The only times you can be treated without your permission are during an emergency if you give signed permission, when it is court-ordered, or if you are under 18 years old and your parent or guardian has given permission. In addition, you have the right to treatment, including access to medical care & habilitation, regardless of age/degree of disability. Refusal of consent will not be used as the sole grounds for termination or threat of termination of services unless the treatment offer is the only viable treatment option available at your agency.
- **Review your medical records.** In general, you have the right to review information in your medical records, which includes your treatment service plan. Please contact your therapist if you would like to receive a copy of your treatment plan. The only time you cannot see your records is if more than one professional determines that it would be harmful for you or someone else.

- **Know the costs for services.** Fees for services should be discussed with you at your first visit. See agreement to pay form.
- **Take part in discharge planning.** A discharge plan provides recommendations for your care after you complete your treatment with Family Solutions. 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 if you 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 services.
- **Be aware of when seclusion and restraints are allowed.** Family Solutions does not use seclusion and restraints.
- **Be aware of search and seizure.** All clients receiving services at Family Solutions 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, or any other staff member. 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 Disability Rights NC, the statewide agency designated under Federal and State law to protect and advocate for the rights of persons with disabilities. In addition, you are also free to contact your respective MCO and file a complaint. Here are numbers for the MCO that we are a member of: Sandhills MCO (910) 673-9111; Cardinal MCO (800) 939-5911. If your complaint involves physical or sexual abuse, you should call the Department of Social Services (DSS) at 373-3701 or 373-3123.
- **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:
 - Mental Health Association in Greensboro, 373-1402
 - Mental Health Association in High Point, 883-7480
 - Disability Rights NC, 1-877-235-4210
 - NC Mental Health Consumer's Organization, 1-800-326-3842
 - NC CARELINE, 1-800-662-7030
 - NAMI Guilford County, 370-4264
 - NAMI North Carolina, 1-800-451-9682

Family Solutions After-Hours Emergency Coverage

If you are in crisis (emergency mental health) during regular hours, please call **336-899-8800**. If it is after business hours (9:00am–5:00pm, M-F), or on a weekend or holiday, and cannot wait until the next business day, you can speak with an on-call staff person by calling **(336) 899-7110**.

Identify yourself as a client receiving services from Family Solutions and the on-call staff person will discuss your crisis and provide you with options. The on-call person may direct you to seek immediate assistance through one of the sources listed below:

- **For life threatening emergencies: DIAL 911**
- **Crisis line for domestic violence, rape, or sexual assault:**
336-273-7273 from Greensboro; 336-889-7273 from High Point; or 336-629-4159 from Randolph County.
- **Mobile Crisis Programs:**
Guilford, Randolph, Chatham County: Therapeutic Alternatives 1-877-626-1772
Alamance & Caswell County: Psychotherapeutic Services 1-336-538-1220
Forsyth, Rockingham, Davidson, & Stokes County: Daymark Recovery Services 1-866-275-9552
Orange County: Freedom House Recovery Center 1-919-967-8844
- **Face-to-face assessment or psychiatric hospitalization in Greensboro:**
Monarch Emergency Services - 24/7 Coverage, 201 N. Eugene St., GSO; Phone 336-676-6840.
Moses Cone Behavioral Health Assessment, 700 Walter Reed Drive, GSO, Phone 336-832-9700.
- **Face-to-face assessment or psychiatric hospitalization in High Point:**
RHA Behavioral Health Services, 211 S Centennial St., High Point, NC 27260, Phone 336-899-1505, *(Only during normal business hours)*.
High Point Regional Hospital, 601 N. Elm St., High Point, Phone 336-878-6000 press 1 then extension 2976. *(Nights and weekends)*.
- **Face-to-face assessment or psychiatric hospitalization in Randolph County:**
You can contact one of three facilities: Moses Cone Behavioral Health Assessment, High Point Behavioral Health/Assessment Center, or Emergency Department at Randolph Hospital, 364 White Oak Street, Asheboro, Phone: 336-625-5151 then press extension 3229.
Please identify yourself as a current Family Solutions client and who is your current therapist is.