

More about Patient Rights and Responsibilities

YOU HAVE THE RIGHT TO CONFIDENTIALITY

Your right to confidentiality about your treatment is protected by law. Except in a few limited circumstances, your records and other information about you will not be shared with other agencies or persons without your signed permission. You can withdraw your written permission at any time. You can ask that only certain parts of your record be shared. Sometimes the law may require the Dilworth Center to share information about you and the services you receive.

- The court may order us to release your records.
- DCCD staff members are required by law to report suspected abuse or neglect of children, teens, older or disabled adults.
- Our attorney may need to see your record in special legal situations.
- In an emergency, a doctor, nurse, or counselor who is treating you may see your records.
- If you seem to be a danger to yourself or to others, or if we believe that you are likely to commit a crime, we are required by law to tell the police or a judge (for example, in a commitment situation).
- Special confidentiality rules may apply if you have a legal guardian, are under age 18, or are receiving treatment for drugs and/or alcohol.
- When a child is receiving services and his/her parents are divorced, both birth parents may have access to their child's record unless their parental rights have been taken away.
- If you go to jail or prison, we may share your files with prison officials, if they believe you need mental health or substance abuse services, or support for a developmental disability.
- In special situations, if a family member is involved in your treatment or service, they may be allowed to know some information about your services.
- A patient representative or other advocate may review your record when he or she is asked to work on your behalf.

If you feel that your right to confidentiality has been violated, you have the right to complain to the **Director of Clinical Services at (704) 372-6969**.

YOU HAVE THE RIGHT TO KNOW THE RULES OF THE PROGRAM

- When you begin treatment, you have the right to learn about the rules you are expected to follow and what the consequences will be for not following the rules. You should expect to be provided with a copy of a temporary treatment contract outlining expectations and a copy of patient rights before beginning treatment.
- In the event that the services at Dilworth Center do not meet "medical necessity," or program rules are not followed, you and your counselor may decide you need a different level of service.

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YOU HAVE THE RIGHT TO KNOW YOUR RESPONSIBILITIES

You have responsibilities as a patient. The following are ways you can be a responsible patient:

- Avoid missing treatment sessions.
- If it is unavoidable that you miss a treatment session, make sure to submit a plan to your group and get it approved by group members and your counselor.
- Give us all the facts about the problems you are experiencing. Bring a list of all doctors providing care for you.
- Tell us about any other problem for which you are being treated.
- Be very involved in developing and reviewing your treatment plan.
- Talk to your counselor often about your needs, preferences, and goals, as well as how you think you are doing in regards to meeting your goals.
- Ask for information about your problems.
- Follow your treatment plan once you have agreed to it.
- Keep all appointments or call us 24 hours before an appointment, if you cannot come in.
- Let us know about changes in your name, insurance, address, telephone number, or finances.
- Pay your bill or let us know about problems you have in paying.
- Treat staff and other patients with respect and consideration.
- Follow the rules of the program.
- 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 patients.

Failure to meet your treatment responsibilities may result in treatment extensions and/or dismissal from the program.

YOU HAVE THE RIGHT TO MAKE A COMPLAINT

- Please talk to the Dilworth Center staff about your problems first to give them a chance to help solve it. If you are dissatisfied with a service or feel you have not been treated fairly, you have the right to make a complaint at any time. You may ask any staff you choose to help you make a complaint. Then, if you are not satisfied, contact the Director of Clinical Services at (704) 372-6969.
- You have the right to appeal decisions made by the Director of Clinical Services to the CEO at (704) 372-6969.