

## *Palmetto Behavioral Health Solutions*

### *Your Individual Rights as a Client*

*It is our goal to recognize and respect the rights of each one of our clients. We do this by conducting business in an ethical manner. Your care will be provided in a manner that respects your dignity, independence, self worth and civil rights. If, at any point in time, you feel that you or your family member is not being treated in this manner, please contact our Patient Advocate at 747-5830.*

- You have the right to have your cultural, social, spiritual and personal values, beliefs and preferences respected.
- You have the right to personal dignity.
- You have the right to access, request changes to and receive an accounting of disclosures regarding your clinical service information as permitted under applicable law.
- You have the right to be informed about the rules of the program you are participating in.
- You have the right to be involved in decisions about your care, treatment and services.
- You have the right to be involved in resolving any dilemmas about your care.
- You have the right, if you wish, to involve your family in your care here.
- You have the right, at your expense, to request the opinion of an outside consultant.
- You have the right to request an in-house review of your care, treatment and service plan.
- You have the right to receive information about the persons responsible for your care.
- You have the right to refuse care, treatment and services in accordance with applicable law and regulations.
- You have the right to be informed about the expected outcome of your treatment along with any unanticipated outcomes, if applicable.
- You have the right to be able to effectively communicate with your care providers. This includes both written and verbal communication. An interpreter or translator will be provided if needed.
- You have the right to freely voice complaints and recommend changes, both within and outside of the organization, without fear of reprisal or interruptions in your care.
- You have the right to be free from any form of abuse or exploitation (whether real or perceived) from anyone, including staff and other clients.
- You have the right, if applicable, to have physical pain evaluated and managed.
- You have the right to be informed of your responsibilities as a client in this program.
- You have the right to access protection or advocacy services. Upon request you will be provided with a listing of such services.
- You have the right to the confidentiality and privacy of your medical record within applicable law.
- You have the right to make informed and educated decisions about your care here.

*If you have any questions or need additional clarification on any of the above stated rights, please feel free to ask your Doctor, Therapist or the Patient Advocate for assistance.*