

The client/patient or legal guardian can contact an outside agency at any time. These organizations include, but are not limited to:

Alcohol, Drug Addiction and Mental Health Services Board for Montgomery County
409 E. Monument Avenue, Suite 102
Dayton, Ohio 45402
937-443-0146
www.mcadamhs.org

Preble County Mental Health and Recovery Board
225 N. Barron Street
Eaton, Ohio 45320
(937) 456-2596
www.pcmhrrb.org

Ohio Department of Mental Health and Addiction Services
30 E. Broad Street, 8th Floor
Columbus, Ohio 43215-3430
887-275-6364
TDD/TTY 888-636-4889
questions@mh.ohio.gov

Disability Rights Ohio
50 W. Broad Street, Suite 1400
Columbus, Ohio 43215-5923
(614) 466-7264
1-800- 282-9181
TTY (614) 728-2553
www.disabilityrightsohio.org

Attorney General's Office
30 E. Broad Street, 14th floor
Columbus, Ohio 43215
(614) 466-4985
1-800-282-0515
www.ohioattorneygeneral.gov

*U.S. Department of Health and Human Services
Office for Civil Rights,
Midwest Region*
233 N. Michigan Ave. Suite 240
Chicago, Illinois 60601
1-800-368-1019
TDD/TTY 1-800-537-7697
www.hhs.gov

Ohio Counselor, Social Worker, and Marriage & Family Therapist Board
77 S. High Street, 24th floor, Rm 2468
Columbus, Ohio 43215-6171
(614) 466-0912
www.cswmft.ohio.gov

State Medical Board
30 E. Broad St., 3rd floor
Columbus, Ohio 43215-6127
(614) 466-3934
www.med.ohio.gov

Ohio Board of Nursing
17 S. High Street, Suite 400
Columbus, Ohio 43215-7410
(614) 466-3947
www.nursing.ohio.gov

Ohio Board of Psychology
77 S. High Street, Suite 1830
Columbus, Ohio 43215-6108
(614) 466-8808
1-877-779-7446
www.psychology.ohio.gov



Client/Patient Rights & Responsibilities

Welcome to Samaritan Behavioral Health, Inc.

- **Samaritan CrisisCare** • **Community Care** • **Integrated Care Solutions**
- **SBHI – CAM** • **SBHI – Preble** • **School Services** • **Substance Abuse Services**
- **Young Children’s Assessment and Treatment Services (YCATS)**

These rights apply to all clients/patients or legal guardians treated at Samaritan Behavioral Health, Inc.

This information is given to each client/patient or legal guardian when services begin. It is also given after a year in treatment or as needed. A copy of this document is posted at all treatment sites.

YOU HAVE THE RIGHT:

1. To be treated with respect by all staff;
2. To make sure you are not harmed while getting services;
3. To make sure you are in the lowest level of treatment based on your needs;
4. To be told of your diagnosis and treatment options and other choices;
5. To agree or disagree to treatment after learning the details of that treatment;
6. To choose your treatment, unless it would cause you harm. However, SBHI will follow related State of Ohio rules;
7. To create and update your treatment plan with your treatment team. You may also have a copy of this plan;
8. To not be overly medicated, restrained, or secluded without good reason;
9. To be told of and reject treatment that could be dangerous;
10. To not be photographed, recorded or observed during sessions without your consent. There are cameras in public areas for safety;
11. To have all your information kept private, with a few exceptions; (See Exceptions to Privacy)
12. To have access to your treatment records, unless it will cause you harm;
13. To be told when and why your case is being closed. You can get referrals for other options for treatment;
14. To be told why you are not allowed to have services from SBHI;
15. To get services, regardless of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, HIV status, or other identified groups;
16. To know how much treatment costs;

17. To be told of your rights and get a copy at any time;
18. To question your rights, if it is not harmful to you or others. It will not be held against you.
19. To tell someone about a grievance
20. To ask for help in sharing a grievance;
21. To get a second opinion or talk to a lawyer, at your own expense.
22. To let staff know if you want your treatment team to be a certain gender or race;
23. To ask for treatment services to be scheduled on the same day;
24. To ask for more time and/or information before deciding on any treatment recommendations.

YOU HAVE THE RESPONSIBILITY

- ✓ To tell the truth to staff;
- ✓ To be part of the treatment plan process;
- ✓ To try to follow directions given by staff;
- ✓ To give 24-hour notice of any appointment cancellations;
- ✓ To know names of the staff who are caring for you;
- ✓ To report changes in your condition to staff;
- ✓ To respect the rights of other clients/patients;
- ✓ To respect the privacy of other clients/patients and staff. Do not record, take pictures or videos of group or individual sessions;
- ✓ To call the Client Rights Officer if you have concerns about your rights;
- ✓ To make sure that your services are paid;
- ✓ To follow the rules for your treatment program;

A Client Rights Officer (CRO) helps clients/patients or legal guardians if they have a concern about their rights. These concerns are called grievances. The CRO will oversee any grievance filed.

The Client Rights Officer is: Barbara Rickey, MS, LPCC

Samaritan Behavioral Health, Inc.,

Elizabeth Place, 601 Edwin C. Moses Blvd., 1st Floor, Dayton, OH 45417.

Monday through Friday (8:30 am - 4:30 pm) Day Phone: (937) 734-9451 Fax: (937) 734-8339

Email: brrickey@PremierHealth.com.

Caroline Wise is the alternate. Call her if the CRO is absent or the concern is about the CRO. She can be reached at (937) 734-3460.

GRIEVANCE PROCEDURE

Clients/patients or legal guardians have the option of filing a grievance. If the client/patient is an adult, he/she must be agreeable to filing a grievance. A family member cannot file on the client/patient's behalf, if the client/patient does not want to pursue it.

Follow these steps:

1. You can talk to any staff person with a concern about your rights. You can also call the CRO. These concerns can be given to the CRO over the phone, in person, or in writing. Sharing a concern about SBHI services will not be held against you.
2. If you want to write your concerns, you can request a "Written Grievance Form" from any staff member. If you need help with the form, any staff member can help.
3. The CRO will follow up with you within 3 days.
4. The CRO will investigate the concerns and will have a final decision within 20 working days.
5. If the CRO needs more time, you will be told of the reason for the delay.
6. The CRO will find a solution that is realistic for both you and staff. A summary of the concern and solution will be sent to you.

APPEAL PROCESS

1. You can ask for your grievance to be reviewed by the Chief of Clinical Operations (CCO) if you don't agree with the CRO solution.
2. You, the CRO and the CCO will meet to discuss the issues.
3. The CCO will review the case and will inform you of the result within 5 days.
4. You can call an outside agency if you don't agree with the CCO result. You can ask the CRO for help to contact an outside agency.
5. You can sign a release of information for an outside agency if you want them to have the facts of the grievance.
6. Premier Health Risk Management will be contacted before any information is given to an outside agency.