

Client Rights and Responsibilities

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 choose your level of treatment unless it would cause you harm. However, SBHI must also follow related State rules.
5. To agree or disagree to treatment after learning the details of that treatment.
6. To create and update your treatment plan with your treatment team. You may also have a copy of this plan.
7. To not be overly medicated, restrained, or secluded without good reason.
8. To be told of and reject treatment that could be dangerous.
9. To not be photographed, recorded, or observed during sessions without your consent. SBHI may ask if we can take your picture to be part of your health record for identification purposes only. There are cameras in public areas for safety.
10. To have all your information kept private, with a few exceptions. (See HIPAA & Exceptions to Privacy)
11. To have access to your treatment records unless it will cause you harm.
12. To be told when and why your case is being closed. You can get referrals for other options for treatment.
13. To be told why you are not allowed to have services from SBHI.
14. 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.
15. To know how much treatment costs.
16. To be told of your rights and get a copy at any time.
17. To share your concerns about your treatment. It will not be held against you.
18. To tell someone about a grievance
19. To ask for help in sharing a grievance.
20. To be told of your diagnosis and treatment options and other choices.
21. To get a second opinion or talk to a lawyer, at your own expense.
22. To request that your treatment team be of a certain gender or race.
23. To ask that your treatment services be scheduled on the same day as other services.
24. To ask for more time &/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 and 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. If you have questions about your bill, contact the SBHI Finance Department at 937-734-3490
- ✓ To follow the rules for your treatment program.
- ✓ To let staff know if you want your treatment team to be a certain gender or race.
- ✓ To ask for treatment services to be scheduled on the same day.
- ✓ To ask for more time and/or information before deciding on any treatment recommendations.

Client Rights Officer

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

Monday-Friday (9:00 am - 4:30 pm) Phone: (937) 734-9451 Fax: (937) 734-8339;

Robyne Head is the alternate Client Rights Officer. 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/your advocate 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 Executive Officer (CEO) if you don't agree with the CRO solution.
2. You, the CRO and the CEO will meet to discuss the issues.
3. The CEO 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 CEO result. You can ask the CRO help contact an outside agency.
5. You can sign a release of information, so the facts of the grievance can be sent to an outside agency.
6. Premier Health Risk Management will be contacted before any information is given to an outside agency.