



PIEDMONT CENTER for MENTAL HEALTH SERVICES

Client's Rights and Responsibilities

Statement of Client's Rights

- A person receiving services has the right to be free from physical abuse, sexual abuse, harassment and physical punishment.
- A person receiving services has the right to be free of psychological abuse, humiliation, neglect, retaliation, including all threatening or exploiting actions.
- A person receiving services has a right to have information regarding treatment remain confidential.
- A person receiving services has a right to consent to services and treatment unless such services are ordered by a court.
- A person receiving services has the right to consent prior to voluntary admission, release of confidential information, use of audiovisual equipment, participation in research projects and/or the use of Neuroleptic medications.
- A person receiving services has a right to expect service providers to abide by ethical standards.
- A person receiving services has a right to refuse medication and treatment as long as this refusal does not result in harm or threat of harm to self or others.
- A person receiving services shall have impartial access to treatment regardless of race, religion, gender, ethnicity, age, handicap, sexual orientation, degree of disability, socioeconomic status, language or sources of financial support.
- A person receiving services shall be entitled to receive treatment in a safe and humane environment.
- A person receiving services shall have an individual service plan and shall participate in the planning of service.
- A person receiving services has the right to review his or her record.
- A person receiving services has the right to express his or her preferences regarding choice of case manager/therapist, service delivery, concurrent services and composition of the service delivery team.
- A person receiving services has the right to review procedures governing the use of special treatment interventions, intrusive procedures and restrictions of rights.
- A person receiving services has the right to be informed regarding the cost of services and the right to receive information regarding any financial assistance that may be available to help pay for services received.
- A person receiving services shall be protected from fiduciary abuse.
- A person receiving services has the right to considerate and respectful care and consideration of psychosocial, spiritual and cultural values.
- A person receiving services has a right to expect that Crisis Procedures will be utilized in a manner that protects the person's dignity and physical well being.
- A person receiving service may exercise other legal rights as they choose.
- A person receiving services has the right to access or referral to legal entities for appropriate representation.
- A person receiving services have a right to self-help and advocacy support services.
- A person receiving services has the right to investigation and resolution of alleged infringement of his/her rights.

Statement of Client's Responsibilities

- Clients have the responsibility to treat those giving care with dignity and respect.
- Clients have a responsibility to keep scheduled appointments or call, in advance, to cancel appointments they cannot keep.
- Clients have a responsibility to show up on time.
- Clients have a responsibility to provide input into their treatment plan.
- Clients have a responsibility to report changes in their living circumstances, employment, or insurance coverage.
- Clients have a responsibility to tell their treatment providers about medications given to them by their primary care physician or other specialists
- Clients have a responsibility to ask questions about their care.
- Clients have a responsibility to report abuse, neglect or fraud.
- Clients have a responsibility to report any other concerns they may have about their care.

Client Advocacy Program

If a you feel that your rights have been violated you should talk to your case manager first. If the matter cannot be resolved you may register a complaint with the PCMH Consumer Advocate. This may be done verbally or in writing. Forms for this purpose are available upon request or may be found at each service location.

PCMH Consumer Advocate
Margaret Colquhoun, MA
Voice (864) 963-3421
TTY (864) 967-8835
Toll Free (866) 963-3421

My signature below shows that I have been informed of my rights and responsibilities, and that I understand this information.

Signature

Date

