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## PATIENT RIGHTS & RESPONSIBILITIES

### Patient Rights

The rights of people in outpatient mental health programs are protected by both law and regulation.

- Your civil rights continue if you participate in an outpatient program.
- You have the right to be treated confidentially, with respect and dignity.
- Treatment or access to programs may not be limited or denied because of race, creed, color, sex, national origin, age, marital status, religion, gender identity, or disabilities that are unrelated to treatment.
- The fact that you are receiving psychiatric treatment does not mean you are mentally incompetent. You are considered legally competent unless a judge has ruled that you are incompetent.
- You also have the same right as other citizens to designate a “health care proxy” or prepare an “advance directive.”, **including psychiatric advance directives**. Please speak with your provider if you would like further information regarding advance directives.
- The right to freedom from abuse and mistreatment.
- The right to a reasonable degree of privacy.
- The right to an individualized treatment plan, a full explanation of the services provided, and the right to participate in developing your treatment plan.
- The right to be informed of the provider’s grievance policies and procedures, and the right to bring any questions or complaints forward.



- The right to receive clinically appropriate care and treatment suited to your needs and skillfully, safely, and humanely administered with full respect for your dignity and personal integrity.
- The right to be treated in a way that acknowledges and respects your cultural environment.
- The right to be informed of the cost of treatment including a good faith estimate.
- The right to access records.

**Mental Healthcare Bill of Rights** (<https://www.patientbillofrights.org/>)

As someone seeking mental health services, you have the right:

- To receive services that consider the best available research evidence on what has been shown to work.
- To consider how that evidence may or may not fit with your personal goals and values.
- To decide whether any given mental or behavioral health service aligns with your own developmental, cultural, and community needs and strengths.
- To understand how your progress will be measured.
- To understand how you and your provider will know that services are working.
- To ask for changes to the services to increase the chances that they will work for you.
- To ask your provider about what services they're trained to give and options that other providers may be able to offer to help you get better.



## Patient Responsibilities

- ❖ Read and understand patient rights.
- ❖ Provide a copy of photo identification.
- ❖ Provide full information regarding any care, treatment, or medication that that is being received/or has been received.
- ❖ Be fully present, fully focused, and attentive during each session.
- ❖ Provide your location at the start of each session. **You must be located in the state that the provider is located in during the time of the visit.**
- ❖ Provide information about anyone else present during the session
- ❖ Provide accurate and timely information regarding current insurance coverage.
- ❖ Keep scheduled appointments or cancel with at least 24-hour notice. Without 24-hour notice of cancellation or in the case of a “no show,” agree to be responsible for the full visit fee.
- ❖ Pay fees in a timely manner.
- ❖ Refrain from illegal activity.
- ❖ Refrain from the use of any illicit drugs or alcohol. Refrain from presenting to appointments under the influence of drugs or alcohol.
- ❖ Refrain from violent, derogatory, or abusive behavior, including physical or verbal threats or acts.
- ❖ Failure to follow patient responsibilities may result in discharge from care.