



Client Rights. General Statute 122C-51 Declaration of policy on clients' rights.

It is the policy of the State to assure basic human rights to each client of a facility. These rights include the right to dignity, privacy, humane care, and freedom from mental and physical abuse, neglect and exploitation. Each facility shall assure to each client the right to live as normally as possible while receiving care and treatment.

Each client shall be treated with respect to the basic human rights to dignity, privacy and humane care regardless of race, color, national origin, religion, sex/gender, age or disability, and freedom from mental and physical abuse, neglect and exploitation. Each facility shall assure to each client the right to live as normally as possible while receiving care and treatment. An individual shall retain the right to:

1. Make wishes about future treatment known.
2. Confidentiality.
3. Be informed of the qualifications of the professionals rendering services.
4. Exercise all civil rights.
5. A copy of an individualized treatment plan which includes the anticipated goals, as well as services to be provided in order to achieve these goals will be provided. A copy of the treatment will be provided to you upon completion. You may also request a copy of your treatment plan at any time, by contacting your clinician or the medical records department.
6. Be free from physical punishment and unnecessary or excessive medication. Medications shall be administered in accordance with accepted medical standards and only upon order of a physician as documented in the record.
7. Refuse medications.
8. Be informed of experimental or nonstandard forms of service.
9. Expect reasonable continuity of care, i.e., to know in advance, what appointment times and clinicians are available and where.
10. Be free from influences in my decision of services and providers.
11. Be informed of cost of service.
12. Be informed of estimated length of service.
13. Be considered legally competent unless there has been a court decision of incompetency.
14. Refuse service or institute due process to terminate relations with Healing Matters Services will not be contingent on refusing a specific modality.
15. Free from searches or personal belongings except under critical circumstances.
16. Contact the Governor's Advocacy Council for Persons with Disabilities (GACPD) at 704-433-2087 or 1-800-821-6922. This is the agency designated under federal and state law to protect and advocate the rights of persons with disabilities.
17. For further clarification of rights, I will ask my clinician/therapist. As a client, I am aware that I have the right to request a different clinician/therapist at any time. For questions about availability of another provider in the network, call 1-800-898-5898. If I believe that my rights may have violated, I can file a grievance and appeal, if I am not satisfied with the resolution. Any Healing Matters' employee may assist me in doing this.

I acknowledge that I have read and understand my client rights.

Signature of Client/Legal Guardian

Date