RIGHTS OF MEMBERS

1. Right to privacy, confidentiality, and security within HIPAA Guidelines.

2. Right to protection from abuse, neglect, retaliation, humiliation, exploitation.

3. Right to have access to review and obtain copies of pertinent information needed to make decisions regarding treatment in a timely manner

4. Right to informed consent, refusal, or expression of choice regarding participation in all aspects of treatment/services and planning of treatment/services to the extent permitted by law, including: service delivery, release of information, concurrent services, and composition of the clinical team.

5. Right to access or referral to legal entities for appropriate representation.

6. Right to access self-help and advocacy support services.

7. Right to investigation and resolution of alleged violation of rights.

8. Right to have services provided in the least restrictive environment.

9. Right to adequate and humane care.

10. Right to evidence-based information about alternative treatments, medications, and modalities.

11. Right to know cost of services billed to insurance or self.

12. Right to know the value of any technical procedures that will be performed, including benefits, risks, and staff that will perform he task/procedure.

13. Right to consent or refuse composition of the service delivery teams.

14. Right to protection from behavioral disruptions of other members (persons served.)

15. Right to 24-hour Crisis Intervention services.

16. Right to equal access for all persons in need regardless of race, religion, ethnicity, gender, age sexual orientation, or sources of payment.

17. Right to grievance procedures.

18. Right to consent or refuse involvement in research projects, if applicable.

19. Right to linguistically competent communication and service provision – Google Translate app; translator services, as appropriate.

20. Right to access information in a timely manner pertinent to treatment needs.

21. Right to choose a provider agency within their geographic area or one that more closely meets their needs.

22. Right to decline or participate in services.

23. Right to refuse or allow release of information to 3rd party individuals or entities.

24. Right to refuse to participate in any concurrent services provided by other individuals or organizations.

25. Right to request change in make-up of service delivery team.

RESPONSIBILITIES OF MEMBERS

1. Keep all appointments with licensed medical practitioner and bring medications at time of appointment.

2. Attend all meetings with LMHP/therapist to review progress and develop or update Treatment Plan; keep appointments with staff to receive all services, including appointments in the home and community.

3. Inform staff of any changes that might affect services such as changes in insurance provider, home address, email address, and phone number, hospitalizations, going to ER, changes in physicians, receiving services from other agencies.

4. Meet with staff to coordinate referrals to other community agencies at time of discharge.

5. Full payment of services is due at the time of visit if the deductible has not been met.

6. Co-payment is due at the time of service.

7. A “No-show” fee is due at the time of visit, if a missed visit occurred without a 24-hour notice of cancellation.

8. All ordered lab work and controlled substance counts must be completed as requested, or there will be a risk of the appointment being cancelled.

9. RMS does not accept Medicaid as a secondary insurance.