

Hillside Family of Agencies – Outpatient Clinic

PARTICIPANT RIGHTS AND RESPONSIBILITIES

Each Participant has the Following Rights:

- Services will be provided equally to all regardless of race, religion, gender, sexual orientation, ethnicity, disability, economic status and/or age.
- To receive services that are responsive to individual needs in accordance with an individualized treatment plan, which you help develop and periodically update;
- To receive services from staff who are competent, respectful of your dignity, personal cultural and personal integrity, and in sufficient numbers to deliver needed services consistent with regulatory requirements;
- To receive services in a therapeutic environment that is safe, sanitary, and free from the presence of alcohol or other drugs of abuse;
- To know the name, position, and function of any person providing treatment to you, and to communicate with the director, medical director, other responsible staff or the commissioner;
- To receive information concerning treatment, such as diagnosis, condition or prognosis in understandable terms, and to receive services requiring a medical order only after such order is executed by an appropriate medical professional; to be informed in writing by the program of your admission status, including the chapter under which you are admitted, and your rights as a participant. If necessary an alternative decision maker may be named via a Health Care Proxy;
- During the course of treatment, we will accommodate any special communication needs. i.e., interpretation or bi-lingual personnel;
- Participation in research is always voluntary. If appropriate, your service provider will contact you. Service will continue regardless of participation;
- Rules and expectations of your program can be found in your Family and/or Child Handbooks. Policies and procedures on confidentiality will be strictly maintained and can also be found in your handbook;
- To receive information about provider services available on-site or through referral, and how to access such services;
- To receive a prompt and reasonable response to requests for provider services or a stated future time to receive such services in accordance with an individual treatment plan;
- To know the standards that apply to your conduct, to receive timely warnings for conduct that could lead to discharge and to receive incremental interventions for non-compliance with treatment plans, all of which will be documented in your record;
- To receive treatment interventions or actions that do not include delay or denial of any clinical, medical or other required service vital to your health or recovery;
- To receive in writing the reasons of a recommendation of discharge and information of appeal procedures;
- To voice a grievance, file a complaint or recommend a change in procedure or service to provider staff and/or the office, free from intimidation, reprisal or threat;
- To examine, obtain a receipt and receive an explanation of provider bills, charges and payments, regardless of payment source;
- To receive a copy of your records for a reasonable fee;
- To be free from physical, verbal or mental abuse;
- To be treated by staff who are free from alcohol or drug abuse;
- To be free from any staff or participant coercion, undue influence, intimate relationships and personal financial transactions; and
- To be free from performing labor or personal services solely for provider or staff benefit, that are not consistent with treatment goals, and to receive compensation for any labor or employment service in accord with applicable State and Federal law.
- Hillside Children's Center (Hillside) is a 24-hour care facility. The business hours for your program are generally 8am to 5pm, Monday through Friday. Services may be provided outside of these hours based on program and/or your needs.

Each Participant has the Following Responsibilities:

Participation in a chemical dependence service presumes a participant's continuing desire to change lifestyle habits and requires each participant to act responsibly and cooperatively with provider staff, in accord with an individual treatment plan and reasonable provider procedures. Therefore, each participant is expected to:

1. Work toward the goal of abstinence from drug, alcohol, and tobacco use;
2. Treat staff and other participants with courtesy and respect;
3. Respect other participants' right to confidentiality;
4. Participate in developing and following a treatment plan;
5. Ask questions when you do not understand the care, treatment, services or expectations;
6. Become involved in productive activities according to ability;
7. Pay for services on a timely basis according to financial means;
8. Participate in individual counseling and/or group and/or family counseling sessions as applicable;
9. Inform medical staff if receiving outside medical services;
10. Address all personal issues adversely affecting treatment;
11. Act responsibly and observe all provider rules, regulations and policies; and
12. Keep appointments or notify your service provider of necessary cancellations 24 hours in advance.

Rights at Discharge

If a parent or guardian decides to withdraw a youngster from the treatment program against the advise of the treatment team, the parent or guardian will be asked to sign a statement indicating that the discharge is occurring against the advice of the clinical personnel and releasing the agency from responsibility from any ill effects which may result from such a discharge.

In general, clients are not discharged against client/legal guardian wishes except in the following situations:

1. Client/legal guardian fails to respond to services, including failure to make progress on treatment goals and failure to attend appointments/scheduled meetings.
2. Client poses a danger to self or others to the extent that Hillside is unable to provide adequate services to meet needs.

If it is determined that discharge against the client's/legal guardian's wishes is needed, the Program Director will make a decision to discharge only after:

1. Reviewing the reason for discharge ensuring reason is fair, not arbitrary or capricious, and is serious enough to warrant discharge.
2. Reviewing and evaluating a client's total response to treatment.
3. Connecting with staff at a multidisciplinary meeting to review client's response to treatment and the recommendation to discharge.
4. Deciding that within clinical judgment, all interventions have been attempted and failed, including consideration of transfer to another provider.

If the decision is to discharge against the client's/legal guardian's wishes, a written notice to the client/legal guardian will be given indicating reason for discharge as well as information regarding the appealing of the decision.

In emergency situations, clients may be discharged if it felt that the client is a significant danger to self or others. If a client is discharged for this reason, he/she may appeal the decision to discharge even after the discharge has occurred.

A client may be discharged if he/she fails to consent to a proper request for a search of self, belongings or room if there is reasonable cause. If a client is discharged for this reason, he/she may appeal the decision to discharge even after the discharge has occurred.

If the client is being discharged against his/her wishes or the wishes of the legal guardian, a written notice to the client/legal guardian will be given, listing the reason for the discharge along with information on how to appeal the decision.

If the client/legal guardian appeals the decision, the Program Director will meet with the client/legal guardian no sooner than 24 hours after the notice, to allow the client time to obtain advice from others. The Program Director will discuss the reason why the client's appeal is upheld or denied. The Program Director will provide a written determination of the decision to uphold or deny the appeal no later than 72 hours after the appeal.

Grievance Process and Customer Satisfaction

We will make every effort to provide you with helpful, professional services. You have the following rights when receiving treatment:

1. You have the right to question a policy, voice a concern or grievance with the provider or with the Office of Alcohol and Substance Abuse (OASAS).
2. You have the right to receive a timely response and/or resolution.
3. You have the right to not suffer adverse consequences or retaliation as a result.
4. You have the right to communicate with the provider's Director, Medical Director, Board of Directors, other responsible staff and the Commissioner.

Customer Service

We will make every effort to provide you with helpful, professional services. If, for any reason, you are dissatisfied with our service, please let your Service Provider know right away; or to gain access to a program supervisor, you may call Service Integration at (585) 256-7500 or the Customer Satisfaction Line at (585) 256-7761 or toll free at (877) 346-1190.

There are various advocacy groups that can help if you feel you or your family member's rights have been violated. Please see your Family or Participant Handbook for a complete listing of advocacy groups. If you need a new copy of your Family or Participant Handbook, please talk with your primary worker. You may also wish to contact Customer Satisfaction at (877) 346-1190 or email info@hillside.com for information on advocacy groups.