

# Client's Bill of Rights

**Southeastern Regional Mental Health, Developmental Disabilities, and Substance Abuse Authority presents a Client's Bill of Rights with the expectation that observance of these rights will contribute to the effective care and greater satisfaction of the consumer.**

The Consumer has the right to considerate and respectful delivery of services and continuity of care.

The Consumer has the right to obtain complete current information concerning his diagnosis, treatment and prognosis in terms the consumer can be reasonably expected to understand. When it is not clinically advisable to give such information to the consumer, the information may be made available to the legally responsible person.

The Consumer has a right to be informed of the name of the staff responsible for his/her care.

The Consumer has a right to refuse treatment to the extent permitted by law and to be informed of the clinical consequences of his/her actions.

The Consumer has the right to privacy regarding provision of services; case consultations, discussion, evaluations, communications and treatment are confidential.

The Consumer has the right to expect a reasonable response to request for services.

The Consumer has a right to be informed if the program proposes to engage in or perform human experimentation affecting his/her care or treatment. The Consumer has the right to refuse to participate in such research projects. The consumer must indicate in writing his/her willingness to participate in such projects.

The Consumer has a right to be informed of any outcome research study projects, and that any such studies shall be reported in a manner consistent with Confidentiality Regulations without any identifying data.

The Consumer has a right to be informed and to give consent prior to any electronic recording (video or cassette tapes) of treatment sessions.

The Consumer has a right to request to review and obtain copies of information contained in his/her medical record. Determination honoring this request shall be based on the clinical decision of the clinical/medical director. When it is not clinically advisable to give such information to the consumer, the information may be released, with consent of the consumer and/or legally responsible person, to a physician or psychologist of the consumer's or legally responsible person's choice.

The Consumer has a right to be made aware of any financial obligations, which may be incurred for provision of services.

The Consumer has the right to appeal discharge decisions when made without mutual consent between clinician and consumer and/or legally responsible person.

## Rights and Responsibilities

- **No one can take away your rights because you have a disability;**
- **Having Rights means you also have responsibilities;**
- **Being responsible means using your rights in a way that shows that you know others have rights too;**
- **It means working together so that everyone has the chance to exercise his/her rights.**

### Other Important Numbers

NC Division of Mental Health, Developmental Disabilities, Substance Abuse Services (MH/DD/SAS) Advocacy & Customer Service  
Main Office — 91-715-3197

DHHS CARE-LINE 1-800-662-7030

Division of Health Service Regulations (DHSR)

Compliant Hotline: 1-800-624-3004

Mail: Complaint Intake Unit

2711 Mail Service Center

Raleigh, NC 27699-2711

Disability Rights of North Carolina

Toll Free: 1-877-235-4210

Phone: 919-856-2195

Fax: 919-856-2244

*...and Responsibilities.*



Southeastern Regional Mental Health, Developmental Disabilities and Substance Abuse Services

450 Country Club Road  
Lumberton, NC 28360

1-800-760-1238

910-738-5261

## Rights and Responsibilities

**Basic Rights:** You cannot be denied any services because of sex, age, color, race, sexual orientation or religion. You have the Right to have services in the place where there is the least restrictions. You have a Right to go to your team meeting and a Right to ask questions and discuss concerns. You have a Right to say yes or no to tests or assessments. You have a Right to look at your record. You have a Right to stop services. You have a Right to know what is expected of staff. **Responsibilities:** Go to team meetings; say what you like and what you don't like. Speak up at meetings for things that you want to work on and goals that you want to reach. Know what is expected of you.

**Safety Rights:** You have a Right to be free from abuse; not to be hit or hurt. You have the Right to be treated with respect and dignity. **Responsibilities:** Be truthful when making a report. Do not make false reports or abuse or mistreat others. You must report any incidents of abuse or treatment.

**Speech Rights:** You have the Right to say what you need and to say what you are thinking and feeling. **Responsibilities:** Be reasonable. Do not say things to deliberately hurt others. Respect others opinions. Inform staff of wants and needs; ask for help or ask questions when you want to know about something. Be truthful about what you say about other people.

**Treatment Rights:** You have the Right to have a person centered plan written especially for you. While receiving services you have the Right to be free from too much medication. Medication cannot be used as punishment or staff convenience. **Responsibilities:** Go to team meetings and speak up. Tell someone if you feel you are taking too much medication.

**Government Rights:** You have the Right to Vote and the Right to a polling place and procedure that is adapted to your disability. **Responsibilities:** Register to vote. Vote. Study the issues and candidates. Know who is running for office and who you will vote for in the election.

**Relationship Rights:** You have the Right to have friends and to have your family and friends visit you at your home. You have the Right to get married. **Responsibilities:** Be nice to friends and family. Treat them with respect. Respect rights/opinion of friends. Respect the privacy of others and share responsibilities.

**Privacy Rights:** You have the Right to privacy in your home and the Right to spend some time alone. You have the Right to open your own mail and packages and the Right to use the phone. **Responsibilities:** Respect the privacy of others and the personal space of others. Do not put yourself in dangerous situation. Do not abuse the telephone or make inappropriate calls and pay your bills

**Confidentiality Rights:** You have the Right to have information about you kept private. Information about you can only be shared in special circumstances. **Responsibilities:** Give consent for release of information. Share only needed information.

**Education Rights:** You have the Right to an education and a Right to vocational training. You have a Right to learn how to be independent. **Responsibilities:** Attend class, complete assignments. Pay tuition/bills. Actively participate, ask questions.

**Work Rights:** You have the Right to work. You have the Right to try to learn new jobs and earn money for the work you do on your job. You have the Right to have changes made in your work place to meet your needs.

**Responsibilities:** Develop useful work skills. Know and follow the rules of your employer. Go to work when you are scheduled to work. Work to the best of your ability. Be respectful and polite to others while at work. Report to authorities when work is required without pay.

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**Personal Property Rights:** You have the Right to have things that belong to you and the Right to use your money as you choose. You have the Right to buy, own and use things that you like. You have the Right to buy and choose the clothes you want to wear and a Right to have space to keep your personal belongings. **Responsibilities:** Take care of your personal possessions. Respect other's things. Respect your own things. Stay within income level when buying things.

**Advocacy Rights:** You have the Right to contact an advocate and the Right to make a complaint. **Responsibilities:** Know the role of an advocate. Become familiar with advocacy groups. Tell someone when you have a complaint. Know who you can talk to. Know how to fill out the complaint form or ask for assistance. Know how the complaint will be handled.

**Legal Rights:** You have a Right to fair and legal treatment and a Right to legal representation. You have a Right to be free from discrimination based on race, sex, origin, handicapping condition. **Responsibilities:** Contact an attorney. Pay fees. Obey laws, accept legal consequences. Be truthful when making complaints.

**Health Rights:** You have a Right to good health. **Responsibilities:** Keep doctor appointments. Follow treatment instructions. Pay bills, premiums. Ask questions about treatment, know risks/benefits/options. Get a second opinion. Use an advocate if needed. Maintain a healthy diet. Exercise. If you refuse treatment, don't blame the doctor for the consequences.

**Community Rights:** You have A right to go out in the community and a Right to go outdoors and exercise. **Responsibilities:** Display appropriate social behavior. Do not invade privacy of others. Show good community safety skills. Respect environment-don't litter, destroy property.

**Religious Rights:** You have the Right to go to church if you wish or the Right not to go to church. **Responsibilities:** Respect religious/beliefs/practices of others. Respect the choice of others not to participate. Learn and follow the practices of the religion you choose appropriately.