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Client Rights and Responsibilities

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. It is further the policy of this State that each client who is admitted to and is receiving services from a facility has the right to treatment, including access to medical care and habilitation, regardless of age or degree of mental illness, developmental disabilities, or substance abuse. Each client has the right to an individualized written treatment or habilitation plan setting forth a program to maximize the development or restoration of his capabilities (According to NC General Statutes Chapter 122C Article 3122C-51)

Disability Rights North Carolina

Each client shall be informed of his right to contact the Governor's Advocacy Council for Persons with Disabilities (GACPD), the statewide agency designated under federal and State law to protect and advocate for the rights of persons with disabilities: Clients are hereby informed of their rights to contact Disability Rights North Carolina. Disability Rights North Carolina can be contacted toll free at 877-235-4210. They may also be reached by phone at 919-856-2195, TTY at 888-268-5535, or by FAX at 919-856-2244. Their email address is info@disabilityrightsncc.org and their mailing address is 3724 National Drive, Suite 100, Raleigh, NC 27612.

The Right to Consent to or Refuse Treatment

In accordance with 10 A NCAC 27D .0303 INFORMED CONSENT (c) Each voluntary client or legally responsible person has the right to consent or refuse treatment/habilitation in accordance with G.S. 122C-57(d). A voluntary client's refusal of consent shall not be used as the sole grounds for termination or threat of termination of service unless the procedure is the only viable treatment/habilitation option available at the facility. Consent may be withdrawn at any time by the person who gave consent.

Each client has the right to an individualized written treatment or habilitation plan

(10A NCAC 27G .0205) setting forth a program to maximize the development or restoration of his capabilities. The plan shall be developed based on the assessment, and in partnership with the client or legally responsible person, or both, within 30 days of admission for clients who are expected to receive services beyond 30 days. The plan shall include (1) client outcome(s) that are anticipated to be achieved by provision of the service and a projected date of achievement; (2) strategies; (3) staff responsible; (4) a schedule for review of the plan at least annually in consultation with the client or legally responsible person or both; (5) basis for evaluation or assessment of outcome achievement; and (6) written consent or agreement by the client or responsible party, or a written statement by the provider stating why such consent could not be obtained. You are entitled to review your treatment plan and obtain a copy of it from your service provider upon request.

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Responsibilities: In addition to your rights as a recipient of services, you can help ensure the best treatment outcomes by adopting these responsibilities:

- 1) provide as much information as possible about your health, medical history, and insurance benefits
- 2) provide information about any other care you are receiving
- 3) notify me of any changes in your name, address, or telephone numbers
- 4) ask questions about treatment or expectations, and inform me if you do not agree with any recommendations
- 5) participate in treatment planning
- 6) inform me when and if you'd like to terminate treatment
- 7) respect the rights and property of others, including showing respect and consideration of others
- 8) keep all scheduled appointments that you can
- 9) notify me of any changes in your insurance coverage