

YOUR RIGHTS REGARDING YOUR PHI:

You have the following rights regarding your personal PHI maintained by our organization. To exercise any of these rights, please submit your request in writing to our Chief Compliance Officer.

Right of Access to Inspect and Copy. You have the right, which may be restricted only in exceptional circumstances, to inspect and copy PHI that may be used to make decisions about your care. Your right to inspect and copy PHI will be restricted only in those situations where there is compelling evidence that access would cause serious harm to you. We may charge a reasonable, cost-based fee for copies.

Right to Amend. If you feel that the PHI we have about you is incorrect or incomplete, you may ask us to amend the information, although we are not required to agree to the amendment.

Right to an Accounting of Disclosures. You have the right to request an accounting of certain types of disclosures that we make of your PHI. We may charge you a reasonable fee if you request more than one accounting in any 12-month period.

Right to Request Restrictions. You have the right to request a restriction or limitation on the use or disclosure of your PHI for treatment, payment, or health care operations. We are not required to agree to your request.

Right to Request Confidential Communication. You have the right to request that we communicate with you about medical matters in a certain way or at a certain location.

Right to a Copy of this Notice. You have the right to a copy of this Notice.

Electronic Transactions Standards.

Additionally, as the client of a program for treatment of abuse of/or dependency upon alcohol or other drugs, your rights include, but are not limited to, the following:

- If the program receives funds from the Substance Abuse Prevention and Treatment Agency (SAPTA), you have the right to be provided treatment regardless of whether or not you can afford to pay for it, and the program is prohibited from imposing any fee or contract, which would be a hardship for you or your family.
- You have the right to be provided treatment appropriate to your needs.
- If you are transferred to another treatment provider, you have the right to be given an explanation of the need for such transfer and of the alternatives available, unless such transfer is made due to a medical emergency.
- You have the right to be informed of all program services, which may be of benefit to your treatment.
- You have the right to have your clinical records forwarded to the receiving program if you are transferred to another treatment program.
- You have the right to be informed of the name of the person responsible for coordination of your treatment and of the professional qualifications of staff involved in your treatment.
- You have the right to be informed of our diagnosis, treatment plan and prognosis.
- You have the right to be given sufficient information to provide for informed consent to any treatment you are provided. This is to include a description of any significant medical risks, the name of the person responsible for treatment, an estimated cost of treatment, and a description of the alternatives to treatment.
- You have the right to be informed if the facility proposes to perform experiments that affect your own treatment, and the right to refuse to participate in such experiments.
- You have the right to examine your bill for treatment and to receive an explanation of the bill.
- You have the right to be informed of the program's rules for your conduct at the facility.
- You have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of such refusal.
- You have the right to receive respectful and considerate care.
- You have the right to receive continuous care: To be informed of our appointments for treatment, the names of program staff available for treatment, and of any need for continuing care.
- You have the right to have any reasonable request for services reasonably satisfied by the program, considering its ability to do so.
- You have the right to safe, Healthful and comfortable accommodations.

- You have the right to confidential treatment. This means that, other than exceptions defined by law, such as those in which public safety takes priority, without your explicit consent to do so the program may release no information about you, including confirmation or denial that you are a client.
- Waiver of any civil or other right protected by law cannot be required as a condition of program services.
- You have the right to freedom from emotional, physical, intellectual, or sexual harassment or abuse.
- You have the right to attend religious activities of your choice, including visitation from a spiritual counselor, to the extent that such activities do not conflict with program activities. The program shall make a reasonable accommodation to your chosen religious activities. Attendance at and participation in any religious activity is to be only on a voluntary basis.
- You have the right to grieve actions and decisions of facility staff, which you believe, are inappropriate, including but not limited to actions and decisions, which you believe violate your rights as a client. The facility is obligated to develop a grievance procedure for timely resolution of complaints from clients and to post such a procedure in a place where it shall be immediately available to you. You have the right to freedom from retaliation or other adverse consequences as the product of filing a grievance.
- You have the right to file a complaint with the State of Nevada if the facility's grievance procedure does not resolve your complaint to your satisfaction, and the right to freedom from retribution or other adverse consequences as the product of filing a complaint. Such complaints may be addressed in writing or by telephone to: Substance Abuse Prevention and Treatment Agency, 4126 Technology Way, 2nd Floor, Carson City, Nevada 89706. Phone: 1-775-684-4190
- You have the right to be informed of your rights as a client. The foregoing is to be posted in the facility in a place where they are immediately available to you, and you are to be informed of these rights and given a listing of them as soon as is practically possible upon you beginning treatment.

COMPLAINTS AND GREIVENCES:

If you believe we have violated your privacy rights, you have the right to file a complaint by calling our Chief Compliance Officer at (888) 976 – 8960 or the Privacy Officer at (702) 772 - 4864 or with the Secretary of Health and Human Services at 200 Independence Avenue, S.W., Washington, D.C. 20201, or by calling (202) 619 - 0257.

Grievance procedure. Clients have the right to register grievances about their therapeutic treatment without retaliation from the organization, regarding the administration of rules, regulations, disciplinary measures, sanctions and modifications of rights.

The Chief Clinical Officer will investigate the grievance and will try to resolve the issue within 10 days. If the issue cannot be resolved at that time, the Chief Clinical Officer must inform the Chief Compliance Officer. The Chief Compliance Officer will then appoint a grievance committee who will consider the issue and make recommendations to the Chief Executive Officer within 15 days of receipt of the complaint.

Each step of transfer will be officially dated and documented by each recipient to substantiate continuity in guaranteeing the rights of the client. If the client still does not feel that his or her grievance has been resolved, he or she has the right to present his or her case to the Substance Abuse Prevention and Treatment Agency.

Client acknowledgement:

I have read, understand, and have been provided a copy of the above Client's Rights and Grievance Procedures.

Client Printed Name (including minors): _____

Parent or Legal Guardian Printed Name: _____

Client or Parent or Legal Guardian Signature: _____

Date: _____

Signature of Clinician: _____

Date: _____