

CONSUMER RIGHTS

M. Brett Debney, MS, EdS, LPC, NCC
3707-D West Market Street
Greensboro, NC 27455
(336) 686-3555

Every consumer has the following rights:

- The right to dignity, privacy, humane care, and freedom from mental and physical abuse, neglect, and exploitation.
- The right to treatment including access to access to medical care and habilitation, regardless of age or degree of MH/IDD/SA disability.
- The right to participate in the development of an individualized written treatment plan that builds on individual needs, strengths and preferences. A treatment plan must be implemented within 30 days after services start.
- The right to receive information about the mental health provider, its services, its providers/practitioners, and member rights and responsibilities presented in a manner appropriate to your ability to understand.
- The right to make recommendations regarding the organization's member rights and responsibilities policy.
- The right to participate with providers/practitioners in making decisions regarding your health care.
- The right to a candid discussion with service providers/practitioners on appropriate or medically necessary treatment options for your conditions, regardless of cost or benefit coverage. You may need to decide among relevant treatment options, the risks, benefits and consequences, including your right to refuse treatment and to express your preferences about future treatment decisions regardless of benefit coverage limitation.
- The right to voice complaints or appeals about the organization or the care it provides.
- The right to be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
- The right to request and receive a copy of your medical record, subject to therapeutic privilege, and to request that the medical record be amended or corrected. If the doctor or therapist determines that this would be detrimental to your physical well-being, you can request that the information be sent to a physician or professional of your choice.
- The right to take part in the development and periodic review of your treatment plan and to consent to treatment goals in it.
- The right to freedom of speech and freedom of religious expression.
- The right to treatment in the most natural, age-appropriate and least restrictive environment possible.
- The right to ask questions when you do not understand your care or what you are expected to do.