

STATEMENT OF PATIENT RIGHTS

PATIENT RIGHTS AFFORD INDIVIDUALS THE FOLLOWING:

Access to Service: Patients will not be denied access to service on the bases of race, religion, ethnicity, disability, sexual orientation or HIV status.

Access to information: Patients have the right to review their medical records with clinical staff to help interpret the records. Patients have the right to receive a copy of their medical records within two weeks of filing a written request.

Additional Review of Treatment Plan: Patient's have the right to request the opinion of a consultant (at their own expense) or in-house review of their treatment plan.

Complaints and Grievances: Patients have the right to verbally complain to staff or file a written grievance (please ask staff for this form) regarding their treatment. We encourage use of the written form to help us track complaints and resolution of such complaints.

Patients have the right to expect us to work with them to resolve any conflicts which may arise in their treatment and to clearly explain decisions. Patients have a right to express their grievance without reprisal, intimidation, abuse, financial exploitation, discrimination, coercion, or retaliations.

Confidentiality of Information: Staff will maintain confidentiality regarding patient information at all times. This will be done in a manner compliant with State and Federal regulations.

Any patient information released by the staff will only be done following signed consent by the patient except in cases where release is required by law. These cases include the following:

- Reporting of any instance of suspected or known child or elder abuse to the appropriate protective services
- Warning any potential victim(s) of impending harm in the event it is suspected that the patient will harm that individual based on their statement(s)
- Court ordered release of clinical/ medical records.

With regards to information collected from our websites. We collect information on our websites under the following circumstances:

- To communicate with individuals after they have requested more information about our clinic.
- To schedule an appointment for individuals after they have requested this.

We do not use information from our website for marketing, solicitation or promotions. We do not give information from our website to third parties for these purposes.

Dignity: We strive to provide treatment in a manner that recognizes, respects and maintains patients' dignity. We strive to be respectful of patients' personal values and beliefs.

Environment: Patients have a right to treatment free of abuse, neglect, financial and other exploitation, retaliation and humiliation. Patients have a right to receive these services in a nondiscriminatory manner in accordance with the American's With Disabilities Act of 1990.

Services will be provided in the least restrictive manner possible while bearing in mind confidentiality rights and medical care considerations. We strive to provide treatment in a manner that is least intrusive/disruptive

to patients' normal routines, this includes providing dosing hours most accessible to the largest number of patients.

Patients can expect a drug and violence free environment for their care and are expected to participate in making it a safe and respectful environment for all other individuals. This includes recognizing the potential vulnerability of women to unsafe treatment in high-risk environments.

Family Participation: Patients have the right to have their significant other/family members participate in counseling with them. This may be necessary to facilitate their recovery.

Financial Requirements: Patients have the right to be informed of their fees for treatment, the expectations for payment and the consequences of non-payment. All treatment services offered will be available regardless of the source(s) of funding.

HIV/AIDS Testing: Patients have a right to confidential/anonymous HIV/AIDS testing.

Involuntary Withdrawal: Involuntary withdrawal is only used as a last resort and is accomplished in the most humane manner possible consistent with safety and well-being of the patient, staff, and other patients of the program.

Informed Consent: Prior to the delivery of treatment patients must be fully informed of their treatment's benefits, risks, likelihood of success and alternatives. Patients must consent to the treatment prior to its delivery.

Informed consent for methadone treatment means that patients are informed of possible interactions and adverse reactions to other substances as a result of taking methadone. Such other substances include: alcohol, over-the-counter and prescriptions medications, other drugs and medical procedures, and certain foods.

Methadone Dose: Patients have the right to know in advance if their methadone dose is changed unless they sign a release waiving this right.

Participation in Treatment: Patients have the right to participate in decisions concerning their care, including consent to treatment, development of treatment plan, reviewing progress, revising treatment plans and discharge plans. We strongly encourage full participation from patients as this provides individualized treatment plans best tailored to each patient.

Referrals: Patients may expect appropriate treatment that meets their needs or, if unsafe to do so, to refer them to other appropriate service providers. This includes service providers specializing in non-traditional services.

If necessary patients may be discharged with alternate referrals. If patients are discharged, every effort is to be made to accommodate their treatment goals, and if it possible, to have them remain in some type of methadone therapy.

Right to Participate: Patients have the right to express their opinion and make suggestions for improvement in program policies, procedures and services. We strongly encourage this as we strive to provide an environment optimal for recovery.

Rights of Refusal: Patients have the right to refuse recommended treatments and to be informed of the consequences from refusing such treatments.

Staff Expectations: Patients have the right competent, qualified, and experienced staff members who provide adequate and individualized service.

Treatment Providers: Patients have the right to know who their treatment providers are and their professional status. If their treatment provider changes they have a right to be informed of the change in as timely a manner as possible and provided with the reason for such change. Patients have the right to know of any professional relationship that may exist between organizations providing their care.

In addition to these statements reflecting our beliefs concerning your care they are compliant with standards recommended in the following:

CARF Standards July 2005-June 2006

Title 77: Public Health Chapter X: Department of Human Services Subchapter d: Licensure Part 2060, Section 2060.323 Patient Rights

IF YOU HAVE ANY QUESTIONS, CONCERNS OR COMPLAINTS CONCERNING THE ABOVE PLEASE CONTACT US AT (708)335-1155, EMAIL US AT INFO@RECOVERYCONCEPTS.ORG OR COMPLETE AN ANONYMOUS COMPLAINT CARD IN OUR WAITING ROOM.