

Client

Rights and Responsibilities



Confidentiality

All information regarding your treatment at the agency is confidential. You have a right to privacy with respect to your past, present and future mental health and medical information.



Confidentiality (continues)

**The Cobb and Douglas Counties
Community Services Boards are
required by law to protect your
information and provide you with
our Notice of Privacy Practices.**



Confidentiality (continues)

You have a right to receive a paper copy of the notice.



Confidentiality (continues)

We are required to follow the privacy practices described in the notice and should the notice be revised, you will be notified and may request a paper copy of the revised notice.



Exceptions to the rules of confidentiality

**Information can be released as
follows:**

- In a life threatening medical emergency where medical information is required for prompt and accurate diagnosis and/or treatment



Exceptions to the rules of confidentiality

**Information can be released as
follows:** (continues)

- As required by law regarding suicidal or homicidal individuals who it is believed may present an immediate danger to themselves, their family or community.



Exceptions to the rules of confidentiality

**Information can be released as
follows:** (continues)

- In situations where there is reasonable suspicion of knowledge of abuse or neglect of a child, or an elderly or disabled person.



Exceptions to the rules of confidentiality.

**Information can be released as
follows:** (continues)

- When information is required under court order
- Communicable diseases.



Confidentiality

Alcohol and drug abuse Client records are protected under stringent Federal laws and regulations.

Violation of the Federal law and regulations is a crime.



Confidentiality

Suspected violations should be reported in accordance with Federal regulations to Health and Human Services, the Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD), the State Attorney General's Office and the Federal United States Attorney.



Confidentiality

The Federal law and regulations do not protect any information about a crime committed either at the program or against any person who works for the program or about any threat to commit a crime, nor do they protect any information about suspected child abuse or neglect.



Confidentiality Statement

NOTICE TO PERSONS SERVED

**COBB COUNTY COMMUNITY
SERVICES BOARD**

**DOUGLAS COUNTY COMMUNITY
SERVICES BOARD**



RE: Confidentiality

Confidentiality procedures observed by the Community Services Boards' Mental Health, Addictive Disease and Developmental Disabilities programs are in keeping with Federal and State law, the policies and procedures of the Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD), and applicable regulatory agencies' standards and guidelines. If you have questions regarding confidentiality, please contact your case manager/counselor or telephone the

**CSB's Client Rights' Representative:
Adrienne Adams at (770-499-2422)**



Client Rights

The Cobb and Douglas Counties Community Services Boards want every Client to understand their rights. The following pages are a summary of those rights for our Clients and their families and friends. The agency follows the Department of Behavioral Health and Developmental Disabilities (DBHDD) policy #19-101, Complaints and Grievances Regarding Community Services. The procedures established by this policy shall not supplant the complaint procedures governing complaints alleging violations of a patient's rights under the Rules and Regulation for Patient's Rights, Chapter 290-4-6 or a clients rights under the Rules and Regulations for Client's Rights, Chapter 290-4-9. and the agency's policies and procedures.



Client Rights

Your rights include:

- The right to receive care suited to your needs
- The right to participate in developing your plan of care. To know the members of your treatment team and to receive care in the least restrictive environment available



Client Rights

Your rights include: (continues)

- The right to receive services that respect your dignity and protect your health and safety
- The right to be informed of the benefits and risks of your treatment in a manner which you understand



Client Rights

Your rights include: (continues)

- The right to refuse services, unless a physician or licensed psychologist feels that refusal would be unsafe to you or others
- The right to prompt and confidential services regardless of ability to pay



Client Rights

Your rights include: (continues)

- The right to review and obtain copies of your records, unless the physician or other authorized staff feels it is not in your best interest
- The right to have a personal advocate



Client Rights

Your rights include: (continues)

- The right, if you are a residential Client, to converse privately, to have reasonable access to the telephone, to receive and send mail, to have visitors and to retain your personal effects and money unless clinically counter indicated



Client Rights

Your rights include: (continues)

- The right to exercise all civil, political, personal and property rights to which you are entitled as a citizen



Client Rights

Your rights include: (continues)

- The right to file a complaint if you think any of these rights have been restricted or denied without fear of reprisal, including reprisal in the form of denial of any appropriate available service.



Client Rights

Your rights include: (continues)

- If you want to know more about your rights, speak to staff at clinical locations, or contact the Client Rights Representative.



Client Rights

Client Responsibilities

- Clients of the Cobb and Douglas Counties Community Services Boards have responsibilities as part of their treatment.



Client Rights

The responsibilities include:

- To participate with the interdisciplinary team in the planning of their treatment
- To be honest about matters that relate to their treatment
- To be respectful of the rights and dignity of other Clients, as well as staff

Client Rights

The responsibilities include: (continues)

- To respect the confidentiality and privacy of others in treatment
- To support and respect the program at the facility by participating to the best of their ability and by being on time for scheduled functions and activities



Client Rights

The responsibilities include: (continues)

- To learn and comply with the rules, regulations, policies and procedures of the program
- To meet whatever financial obligation may be incurred as it relates to their treatment



Right to File A Complaint

(continues)

Any Client, family member, guardian, staff or citizen on behalf of a Client may file a complaint alleging that a Client's rights have been violated under the agency's policies and procedures.



Right to File A Complaint

(continues)

When a client or family member has a complaint/grievance with the quality of care or any other appropriate issue, the grievance can be reported at the program level to the Client Rights Representative, to the Regional Board or to the DBHDD Constituent Services. A complaint may be initiated in writing, in person or by telephone.

A person who considers filing a complaint is encouraged to resolve the matter at the level where the incident occurred by discussing the situation with a staff person or supervisor.

Right to File A Complaint

(continues)

The Client is not required to use the procedures established by the CSB but is encouraged to do so.

If the complaint is filed with the Client Rights Representative of the CSB, the CSB will initiate action within 7 days.



Right to File A Complaint

(continues)

Following an initial information review process, an investigation will take place as indicated by the findings of the review.

Clients will be informed of the outcome of the review and investigation. An appeal process is available to the Client if he/she is not satisfied with outcome



Summary of Client Rights Complaint Process

Step (1) When a client or family member has a complaint/grievance with the quality of care or any other appropriate issue, the grievance can be reported at the program level to the Client Rights Representative, to the Regional Board or to the DBHDD Constituent Services. Complaints may be reported verbally or in writing. Staff and/or the client/family member may document the complaint on the grievance form. The form is available on request, though you may also make your complaint by telephone or in person. The staff will then send the completed grievance form to the Client Rights Representative, Adrienne Adams at 770-499-2422



Summary of Client Rights Complaint Process

Step (2) If your complaint is rejected or not resolved to your satisfaction, you may request in writing, a review of the complaint or grievance with the Community Services Board's Executive Director, Tod Citron 770-429-5002. This request must be filed within fifteen (15) working days after receiving notice of the action taken on your complaint (in Step 1). You may discuss the complaint directly with the Executive Director or his designee. This review will be completed within ten (10) working days from the date of your request and you will be informed of the outcome.



Summary of Client Rights Complaint Process

Step 3

You may appeal the decision of the Community Services Board's Executive Director by filing a written request to the Regional Board's Director, within ten (10) working days of receiving the decision.



Summary of Client Rights Complaint Process

Step 4

If you remain dissatisfied with the decision of the Regional Board Director, he/she may within ten (10) working days request a further review by the Director of the Division of MH/DD/AD. The Division Director's Decision must be issued within fourteen (14) days after receiving the appeal. The Division Director's decision is final.



Summary of Client Rights Complaint Process

- **This process is available to you for seeking a remedy whenever you believe your rights have been violated. If you choose, you may contact DBHDD Constituent Services. The phone number is 404-657-5964, email:DBHDDconstituentservices@dhr.state.ga.us.**



Access to Clinical Records

In keeping with Federal and State laws, as well as the policies of the Georgia Department of Human Resources, and the Cobb County Community Services Board and the Douglas County Community Service Board, Clients have a right to access their clinical records. In some therapeutic circumstances, the physician may temporarily restrict access to a Client's clinical record

