

SOUTHWEST IOWA MENTAL HEALTH CENTER

Overview of Client's Rights, Responsibilities, and Procedures

Rights

It is important that you understand the rights that you are afforded by law.

- You have the right to be treated with respect and dignity.
- You have the right to receive treatment which is nondiscriminatory and sensitive to differences of race, culture, language, gender, age, national origin, disability, religion, creed, socioeconomic status, sexual orientation, and political affiliation.
- You have the right to privacy and to confidentiality of clinical treatment records (except where the agency is required by law to provide particular information).
- You have the right to a written treatment plan and to participate in making the plan.
- You have the right to refuse services unless otherwise ordered by a court.
- You have the right to receive an explanation of all medications prescribed, including the associated risks and possible side effects.
- You have the right to review your clinical treatment record.
- You have the right to information concerning and an explanation of the complaint/grievance procedure.
- You have the right to file grievances and to have them considered in a fair, timely, and impartial manner.
- You have the right to exercise these rights without reprisal or punishment.

Responsibilities

As a client participating in treatment at Southwest Iowa Mental Health Center you can ensure the quality of treatment by sharing the responsibility for your treatment with your therapist and/or physician. Failure to comply with these responsibilities might result in the termination of treatment. The following are your responsibilities while participating in treatment.

- You have the responsibility to provide accurate information about your concerns, problems, and conditions, as well as your history.
- You have the responsibility to actively seek to solve problems, to help form and implement your treatment plan, and to make changes in the plan with your therapist and/or physician as needed.
- You have the responsibility to take medications as prescribed.
- You have the responsibility to ask questions of your therapist and/or physician if you do not understand the treatment you are receiving or if you do not understand what you are expected to do.
- You have the responsibility to notify the agency if there is a change in your demographics, such as your name, address, income, or insurance.
- You have the responsibility to keep all scheduled appointments. If you must cancel an appointment, please do so at least 24 hours in advance. You will be charged for appointments that you miss without canceling.
- You have the responsibility to pay for sessions at the time of your appointment.

Appointment Reminders

The Center uses an automated telephone system for our appointment reminders. The system will call or text the primary number on file two days in advance, with appointment information. These appointment reminders are a courtesy we provide. All telephone numbers of Southwest Iowa Mental Health Center display "Restricted". If you have a block on your telephone, Federal Confidentiality Laws will not prohibit us to override this block.

Confidentiality

All of the information that you provide to your therapist and/or psychiatric provider is confidential, meaning that it will not be disclosed to others. Only when you provide written authorization and consent for it to be released will it be disclosed to persons or agencies outside of the agency. The parent, guardian, or legal representative of a minor child is the holder of confidential information when a minor child is in treatment. However, there are limits to confidentiality of which you should be aware.

Limits to Confidentiality

- Information that you provide to your therapist and/or psychiatric provider will most likely be dictated and then transcribed by support staff that would then be aware of your information. However, all support staff are held to the same strict standards of confidentiality as the therapists and psychiatric providers.
- Your therapist and/or psychiatric provider might seek professional consultation with other clinicians or psychiatric providers employed by the agency. Your therapist and/or psychiatric provider might also seek professional consultation outside of the agency. In all cases, only information necessary to assist your therapist and/or psychiatric provider in providing treatment will be disclosed and it will be documented in your clinical treatment record.
- If you choose to have your treatment paid for by a third party, including Medicaid, Medicare, and other insurers, they require certain information about you and the treatment that you receive. Also, these parties periodically audit and review your clinical treatment record to determine if the services provided are appropriate in nature and extent. Finally, the Department of Human Services periodically audits clinical records to assess compliance with state laws. All of these agencies must protect the confidentiality of your clinical treatment record.
- If you do not maintain your account, we reserve the option to provide necessary information to a collection agency.
- By state law, therapists and psychiatric providers are mandatory reports of child abuse and neglect, dependent adult abuse and neglect, and are required to report all situations where there is reason to believe such a condition exists.
- If you provide information to your therapist and/or psychiatric provider indicating that you pose a danger to yourself or others, steps will be taken to protect you or others to the extent allowed by law, including notification of family members and/or the police and the initiation of a civil commitment.
- A judge might subpoena your record requiring the agency to disclose your clinical treatment record.
- If part of your treatment involves family or friends in sessions then the information you share in those sessions is not confidential, though your therapist or psychiatric provider will keep the information confidential.
- The agency might contact you to remind you of appointments, missed appointments, schedule changes, the need to make a payment, etc. which might inadvertently alert others of your involvement with the agency.

Emergencies

The Center has services that are responsive to your emergency needs. During the day, the Center has a staff member available to return calls or respond to emergencies if your therapist is not available. If you experience an emergency after working hours or on the weekend, you can still contact us by calling the Center telephone at **712-243-2606** or **800-458-4403**. The message on the Center answering machine will give you an option to be connected to the Center's on-call therapist.

Complaint & Grievance

Southwest Iowa Mental Health Center is committed to giving the best service possible. In order to maintain our practice at that level, it is important to us that we know when you are unhappy with the service you have received. If you have a complaint, please let us know by the following 3-step procedure:

- 1) Contact the Executive Director with your complaint by either calling 712-243-2606 or in writing to:

Southwest Iowa Mental Health Center
1500 East 10th St
Atlantic, IA 50022

- 2) Be prepared to tell us: who or what the complaint is about; the dates on which the event(s) occurred and why you are dissatisfied.
- 3) If you wish to make a formal complaint, the details must be in writing so that the details can be reviewed by the appropriate center staff. Within 30 days, you will receive a written response describing the action that was taken.