

PATIENT'S RIGHTS, RESPONSIBILITIES, AND CONSENT FOR TREATMENT

MISSION STATEMENT:

Our mission is to provide comprehensive rehabilitation and mental health services to individuals of all ages, with a wide range of disabilities and needs. We provide services for our patients in a mutually respectful and compassionate (supportive) environment. We strive to treat each individual with respect and dignity as we work collaboratively to achieve functional goals and increase independence.

GOALS FOR SERVICE:

The goal of our mental health and substance abuse programs is targeted to help our patients deal with a variety of problems, and to help the patient connect with outside community resources, as needed. The goal for this program too is to help the patient function at his or her maximum potential while supporting the notion of self-determination.

CODE OF ETHICS:

1. Staff shall conduct themselves in a professional manner.
2. Staff shall treat co-workers, professionals in the community, and organizations with respect, and comply with patient confidentiality.
3. Staff shall comply with the ethical codes specific to their disciplines.
4. Staff shall respect the agency property, and comply with all health and safety regulations to assure the protection of staff, patients, and property.
5. Staff shall conduct themselves in a professional and fair manner in their business and marketing manners.
6. Staff shall seek out opportunities for professional growth and attainment for professional knowledge.
7. Staff shall respect all patient rights, treat patients with dignity, and comply with confidentiality guidelines.
8. Staff shall treat all patients as individuals and unique persons, without prejudice regarding their disability, race, creed, color, religion, age, or ethnic background.
9. Staff shall not condone or employ dual or multiple relationships with patients, nor exploit those relationships for personal gain.
10. Staff shall put serving the patient's best interests at their highest priority.

THE THERAPEUTIC RELATIONSHIP:

Neuropsychology Partners' employees and interns shall establish a professional relationship with patients, and therapists shall maintain a professional working relationship based on honesty and trust. Neuropsychology Partners encourages family and friends to support the patient in treatment with the patient's permission. All Neuropsychology Partners' employees and interns must abide by the Neuropsychology Partners code of ethics, and each therapist must also abide by his or her discipline-specific code of ethics. If you feel that an ethical violation has occurred, please contact the Executive Director.

LIMITATIONS OF TREATMENT:

Therapeutic services cannot guarantee complete resolution of problems. However, Neuropsychology Partners' therapeutic staff is committed to providing their best professional efforts to assure patient's goals are met. For treatment to have an optimal impact, patients are encouraged to be committed to the therapeutic process and to follow treatment recommendations.

In some instances, patients may be transferred to other providers or discharged from the practice prior to meeting the goals set out in the patient's treatment plan. Any potential transfers or discharges from service will be discussed with the patient prior to any change taking place. Transfers or discharges can be made at the request of the patient. The provider may also request a transfer or discharge in the event of a conflict of interest or non-compliance on the part of the patient.

AFTER HOURS SERVICE:

If patients require after hours services (weekly after 5:00 p.m. or weekends), they may call Neuropsychology Partners' office at (248)613-9191.

PATIENT RESPONSIBILITIES:

1. Patients have the responsibility to attend at least 90% of treatment sessions.
2. Patients have the responsibility to provide information about themselves as honestly as possible to assure the most appropriate service delivery.
3. Patients have the responsibility to participate in their own treatment planning process.
4. Patients have the responsibility to keep information about other patients confidential (i.e., information shared in group therapy sessions).
5. Patients at Neuropsychology Partners are expected to adhere to a code of conduct whereby they show respect for themselves, respect for others, and a respect for Neuropsychology Partners property. Any individuals displaying disrespectful behavior may be asked to leave the premises and may be discharged.
6. In keeping with Neuropsychology Partners' intent to provide a safe and healthful work environment, smoking is prohibited throughout the premises. This includes all forms of tobacco products, including but not limited to: cigarettes, cigars, chewing tobacco, electronic cigarettes, snuff, etc. In accordance with state laws, smoking is permitted outside the building. Legal and prescription drugs may be brought on site in a secured manner. They must be kept in their original containers and kept out of public view. This can include a purse, briefcase, etc. Neuropsychology Partners prohibits the use and/or distribution of illegal substances throughout the premises.
7. Neuropsychology Partners maintains a weapons free policy throughout the entire campus. This policy applies equally to all employees, patients, and visitors.

PATIENT RIGHTS:

1. Patients have the right to be treated with dignity and respect.
2. Patients have the right to be treated in a safe environment.
3. Patients have the right to be free from abuse, whether be emotional, physical, or sexual. Patients shall not be psychologically abused, including humiliating, threatening, or exploitative actions.
4. Patients have the right to confidentiality. All patient records are kept confidential. Neuropsychology Partners complies with all federal and state confidentiality regulations.
5. Patients have the right to be informed of their treatment status and progress. Patients may request status reports of their treatment progress at any time, from any of their therapists.
6. Patients have the right to have access to their records via an approved procedure.
7. Patients have the right to information about their billing and account balances.
8. Patients have the right to receive treatment at Neuropsychology Partners that is appropriate to their needs.
9. Patients have the right to file any complaints about their rights with the Neuropsychology Partners Patient Rights Advocate.
10. Patients have the right to utilize staff advocates to assist with referrals for appropriate services (i.e., self-help groups, guardians, or conservators).

CONFIDENTIALITY:

Neuropsychology Partners holds all information given by patients as confidential except in the following instances:

1. Information regarding the threat of harm to self or to others. Neuropsychology Partners has the legal and ethical duty to report such information to the proper authorities.
2. Cases of suspected child abuse or adult abuse must be reported by law.
3. When necessary to comply with provisions of the law.
4. If the patient has been adjudicated as not being competent, and has a legal guardian. If the patient has not been adjudicated, however, Neuropsychology Partners assumes the patient is competent to give an informed consent.
5. All clinical personnel are designated as "Mandated Reporters" and have a duty to warn in the event of a critical incident. A "critical incident" is any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety or well-being of a waiver participant. Any person who becomes aware of a critical incident is required to report the incident.

Formal Complaints:

While all formal complaints are routed through the Patient Right's Advocate, any staff member at Neuropsychology Partners can assist you in filing a complaint. Patients will not be criticized, humiliated, degraded, threatened, or discharged from services for filing a Patient Right's Complaint. Neuropsychology Partners staff members may file a Patient's Right Complaint on your behalf at any time as well. If you choose to terminate services from Neuropsychology Partners as a result of a right's issue, the Patient Rights Advocate will assist you in finding additional suitable services elsewhere without threat or reprisal.

Complaints can be filed:

- Anonymously: A patient who files a complaint would not indicate their name on the form. (However, this patient may not be entitled to knowledge of the resolution or remedial action).
- Confidentiality: The patient name is kept private and only given to the Executive Director.

All formal complaints are documented. Written analyses of all formal complaints are prepared annually. Analyzing the formal complaints that Neuropsychology Partners received in the course of the year allows us to understand areas for improvements. Neuropsychology Partners takes formal complaints seriously and makes sure that any mistakes made are corrected and not made again. If changes need to be made to the policies and procedures at Neuropsychology Partners to correct complains, the appropriate actions are taken and implemented.

Verbal Complaint

All patients may discuss a Rights Complaint with any staff at any time. A verbal complaint will be documented, reviewed, and the patient will be contacted about the results if requested. The Patient Rights Advocate can also be contacted via telephone at (248) 613-9191 to take your verbal complaint over the phone.

Written Complaint

A patient may wish to file a complaint in writing. Neuropsychology Partners has an established Patient Complaint Form that can be made available to anyone wishing to file a written complaint. This form can be obtained from any staff member or at the front office. Patients may also wish to fill out their own complaint form or draft a letter of complaint. All written complaints can be dropped off in the office or mailed to Neuropsychology Partners. They should be directed to the attention of the Patient Rights Advocate or the Executive Director.

CONFIDENTIALITY OF RECORDS RELATED TO ALCOHOL AND DRUG ABUSE:

Confidentiality of patient records related to alcohol and drug abuse is protected by federal law and regulations. Generally, Neuropsychology Partners may not disclose information identifying a patient as an alcohol or drug abuser unless:

- (1) the patient consents in writing;
- (2) the disclosure is allowed by a court order;
- (3) the disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation; or
- (4) the patient commits to threatens to commit a crime either at the program or against any person who works for the program.

Violation of the federal law and regulations by a program is a crime. Suspected violations may be reported to the United States Attorney in the district where the violation occurred.