

Child & Family Services of Yuma, Inc.

I. POLICY: PATIENT RIGHTS

II. PURPOSE:

To specify that basic rights will be prominently posted in the agency. Each patient will receive a written copy of Patient Rights at intake and will be requested to sign a verification of receipt of a written copy and verbal explanation of Patient Rights. If there are any questions, rights will be explained in a language that the patient can understand.

III. PROCEDURE:

All patients have the following rights:

1. To be treated with dignity, respect, and consideration.
2. A patient is not subjected to:
 - a. Abuse
 - b. Neglect
 - c. Exploitation
 - d. Coercion
 - e. Manipulation
 - f. Sexual abuse
 - g. Sexual assault
 - h. Restraint or seclusion, of any form, used as a means of coercion, discipline, convenience, or retaliation;
 - i. Retaliation for submitting a complaint to the Department or other entity
 - j. Misappropriation of personal and private property by a counseling facility's personnel member, employee, volunteer, or student
3. A patient or the patient's representative:
 - a. To give general consent and, if applicable, informed consent to treatment, refuse treatment or withdraw general or informed consent to treatment, unless the treatment is ordered by a court according to A.R.S. Title 36, Chapter 5, is necessary to save the patient's life or physical health, or is provided according to A.R.S. 36-512;
 - b. May refuse or withdraw consent for receiving counseling before counseling is initiated
 - c. Is informed of the following:
 - i. The counseling facility's policy on health care directives, and
 - ii. The patient complaint process.
 1. To submit grievances to agency staff members and outside entities and other individuals without constraint or retaliation
 2. To have grievances considered by a licensee in a fair, timely, and impartial manner

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- d. Consents to photographs of the patient before the patient is photographed, except that a patient may be photographed when admitted to the counseling facility for identification and administrative purposes; and
 - e. Except as otherwise permitted by law, provides written consent to the release of information in the patient's:
 - i. Medical records, or
 - ii. Financial records.
- 4. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, diagnosis, or source of payment.
- 5. To receive counseling that:
 - a. Supports and respects the patient's individuality, choices, strengths, and abilities.
 - b. Supports the patient's personal liberty and only restricts the patient's personal liberty according to a court order; by the patient's general consent; or as permitted in this chapter.
 - c. Is provided in the least restrictive environment that meets the patient's treatment needs.
- 6. To receive privacy during counseling as provided in R9-10-1907 C (3);
- 7. To review, upon written request, the patient's own record during the agency's hours of operation or at a time agreed upon by the clinical director, according to A.R.S. 12-2293, 12-2294, and 12-2204.01.
- 8. To receive a referral to another health care institution if the counseling facility is not authorized or not able to provide the behavioral health services needed by the patient or that is indicated in the patient's treatment plan
- 9. To participate or, if applicable, to have the patient's parent, guardian, custodian, or agent participate in the development of, or decisions concerning, the counseling provided to the patient
- 10. To participate or refuse to participate in research or experimental treatment;
- 11. To give informed consent in writing, refuse to give informed consent, or withdraw informed consent to participate in research or in treatment that is not a professionally recognized treatment;
- 12. To receive assistance from a family member, the patient's representative, or other individual in understanding, protecting, or exercising the patient's rights.
- 13. If enrolled by the Department or a regional behavioral health authority as an individual who is seriously mentally ill, to receive assistance from human rights advocates provided by the Department or the Department's designee in understanding, protecting, or exercising the patient's rights.
- 14. Not to be prevented or impeded from exercising the patient's civil rights unless the patient

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has been adjudicated incompetent or a court of competent jurisdiction has found that the patient is unable to exercise a specific right or category of rights.

- 15. To be informed of all fees that the patient is required to pay and of the agency's refund policies and procedures before receiving a behavioral health service, except for a behavioral health service provided to a patient experiencing a crisis situation;
- 16. To receive a verbal explanation of the patient's condition and a proposed treatment, including the intended outcome, the nature of the proposed treatment, procedures involved in the proposed treatment, risks or side effects from the proposed treatment, and alternatives to the proposed treatment;
- 17. To refuse to acknowledge gratitude to the agency through written statements, other media, or speaking engagements at public gatherings;
- 18. To receive behavioral health services in a smoke-free facility, although smoking may be permitted outside the facility; and
- 19. To receive, at the same time of discharge or transfer, recommendations for any treatment needed when the patient is discharged.
- 20. To seek, speak to, and be assisted by legal counsel of the patient's choice, at the patient's expense.
- 21. To review the following at the agency or at the Department:
 - a. This chapter;
 - b. The report of the most recent inspection of the premises conducted by the Department;
 - c. A plan of correction in effect as required by the Department;
 - d. If the licensee has submitted a report of inspection by a nationally recognized accreditation agency in lieu of having an inspection conducted by the Department, the most recent report of inspection conducted by the nationally recognized accreditation agency; and
 - e. If the licensee has submitted a report of inspection by a nationally recognized accreditation agency in lieu of having an inspection conducted by the Department, a plan of correction in effect as required by the nationally recognized accreditation agency;

In addition to the above rights, the following rights are adhered to at Child and Family Services of Yuma, Inc.:

- A. Privileges may be reasonably restricted by the legal guardian or treatment team in order to protect the patient or others from harm, harassment, and intimidation as long as notice of such restriction is given to all patients upon admission.
- B. An individualized and confidential plan will be formulated and periodically reviewed with the participation of the patient and the patient's family.
- C. All patients have the right to voice opinions, recommendations and grievances in relation to policies and services offered at Child and Family Services of Yuma, Inc.

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I. POLIZA: DERECHOS DEL CLIENTE

II. PORPOSITO:

Residentes de Child and Family Services deberan tener los mismos derechos, beneficios, y privilegio garantizados por las leyes Estatales y Federales a todo ciudadano.

III. PROCEDIMIENTO:

- A. Todas personas elegibles en necesidad de servicio deberan ser admitida sin distintos en origen, raza, edad, sexo oh habilidad en pagar por servicios.
- B. El derecho de no tener que tomar guellas.
- C. El derecho de no tener que tomar fotografia oh tener que grabar su voz sin consenso excepto sobre admission para propositos de indefication.
- D. Residente debe tener acceso para espacio privado individual para poder almacenar mientras resida en este programa. Almacenamiento es sujeto a razonables inspections con conducta para el proposito de confiscar articulos peligrosos y ilegal.
- E. Residente debe ser permitido usar su propia ropa, excepto ser apropiado y tratar de dictar al cliente de otra manera.
- F. Residente debe ser permitido de guardar sus possessions personal, encluyendo articulos de aseo personal, solamente que la persona encargada de la agencia determina que la pocesion del articulo personal afecte amenazar dano corporal al cliente oh a otros.
- G. Residente debe ser permito a poder gastar una cantidad razonable de su propio dinero para su propia necesidad y comodidad. La agencia no sera responsable para caulquier dinero que no sea entregado para depositarse en lugar de seguridad.
- H. El derecho para toda information del expediente obtenido al residente sera mantenido confidencial.
- I. El residente debera recibir competicion en acuerdo con las leyes, si el cliente trabaja en la agencia de behavioral health y el primario de ese trabajo es para beneficiar a la agencia.
- J. El derecho de no ser sometido a reclusion, mecanico oh refrenamiento con excesion de emergencia oh en escrito plan de tratmiento al residente.
 - 1. El derecho de ser libre de medicamento que es enecesario oh demasiado.
 - 2. Medicamento no debe ser usado como castigo, por la conveniencia del personal,
 - 3. Como sistuir tratamiento de servicios,
- K. El cliente tendra derecho de visitar llamar a su medico personal, abogado, guardian legal oh cualquier otra persona, sometido a limitaciones como individaul encargado de la agencia puede diregir.
- L. El derecho de poder tener acceso a papel, estampillas y poder correponder a correspondencia sin restriction.
- M. El derecho de recibir cuidado psiquiatra y tratamiento durante el periodo completo de su admission.
- N. Child and Family Services debe tener numeros de abuso de abandono y del departamento de officina de Behaviorl Health Licensure en la sala de espera para aceso al publico en cazo de querer reportar quejas tocante al quidado y servicio proveido por la agencia con licencia.

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- O. Child and Family Services provee el espacio necesario para habilitar personal para proveer supervision apropiada respetando el derecho del aislamiento del cliente.
- P. Residentes estaran aloados con otros individuals de edad similar y actividad del mismo nivel solamente que haya especifica razones, tal como protectjer al cliente basado en especificas razones , que estan anotadas en el plan de tratamiento.
- Q. Mantinimiento de facilidad no sera dependiente sobre el labor del cliente. Clientes seran requeridos de mantener su recamara limpia y bien acomodado, contradicado por el cliente plan de tratamiento.
- R. El derecho para el individual plan de tratmiento para fomentar depues de admission, tratamiento basado en el plan, revisar el periodo y rehacer las necesidades, y apropiadas revisions, incluyendo una description de los servicios que puedan requerer seguidor.
- S. El derecho de rechasar tratamiento y participation en cualquier expermentation sin consenso escrito de volunta.
- T. El derecho ambiente humanitario que permita protection de dano, apropiado prividad, y liberta de fisico abuso verbal.
- U. El derecho acceso de poder solicitar el expediente acuerdo con la ley estatales.
- V. El derecho ed estar enformado del language apropiado en terminos del sus derechos.
- W. El derecho de no estar obligado hacer declaraciones en gratitude al programa oh de hacer reunions al publico.
- X. El derecho de estar informado de cobros de los servicios con anticipacion.
- Y. El derecho de poder ejercer su derecho civil encluyendo pero no limitado, el derecho de registrar y votar en elections, entrar a contrar relaciones, de casar oh obtenr divorcio, de tener trabajo y licencis de manejar, solamente el/ ella sellan incompetente de ser especifico hallazgo que talles individuales sean incapaz de exjercitar el derecho especifico oh catergorias de derecho. En caso que el cliente adjudique encapacidad, estos derechos podran ser devotado al guardian del cliente, si esta especificado por la corte.
- Z. El derecho de poder appelar accion del administrado llevado en nombre del cliente tocante a violaciones del derecho del cliente es enfavorable, insuficiente, oh no venir durante tiempo razonable, el cliente oh su representante puede appelar al apropiado agravio de la autorida de la agencia del departamento perseguir R9-10-5016.

En addiction de tener derechos, a los siguientes adreheridos con Child and Family Services de Yuma, Inc.

- A. Previlegios seran rasonable estrictos por el padre legitimo oh de equipo de tratamiento en orden de protejer al residente de dano, acuso, y entimidad a largo aviso en restriction dado a todo residente durante admission.
- B. Un individual y confidente plan sera formulado y periodicamente revisado con la antiicipation a todo residente y familiares de residente.
- C. Todo Residente tiene derecho a opinions de voice, recomendaciones y agravio en relation a policies y servicios offrecidos por C.F.S.