

Fuelling & Associates, LLC

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RIGHTS and RESPONSIBILITIES

RIGHTS

Paul Fuelling and Associates strive to offer the highest quality psychological, counseling and social services, delivered in a respectful and human manner, by trained and competent professionals. In doing so, we intend to operate in accordance with the ethics published by the Missouri and the American Psychological Associations (MOPA & APA), and the Missouri Department of Mental Health's operating regulations on patient's rights, and the Missouri Department of Social Services' Non-Discrimination Policies.

The client/patient **THEREFORE HAS THE FOLLOWING RIGHTS:**

1. To have adequate mental health services and treatment in as open a setting as is possible.
2. To be treated equally and to have equal access to services, regardless of race, color, national origin, sex, age, religion, political beliefs, ancestry, veteran or handicap status.
3. To have an individualized, written treatment plan.
4. To have this plan explained to her/him clearly and understandably.
5. To know the name of the person in charge of the treatment.
6. To know approximately how long he/she will be under care.
7. To take part in planning for discharge.
8. To receive prompt evaluation, care and treatment.
9. To meet with her/his attorney and personal physician regardless of receiving mental health services.
10. To have bills and charges for mental health services explained.
11. To be treated courteously and be free from verbal and physical abuse.
12. To exercise civil rights unless declared legally incompetent.
13. To have records kept confidential.
14. To have the same legal rights and responsibilities as any other citizen unless otherwise stated by law.

RESPONSIBILITIES

1. To pay your cost or share of the cost for services at the time of services.
2. To arrange with your therapist a payment plan, if you need.
3. To give 24 hours or more advance notice of the need to change an appointment time, in order for us to waive the \$30.00 missed appointment fee.
4. To request appointments most convenient for you, as are available with your therapist.
5. To request another therapist, if you do not feel comfortable with your present treatment, or feel that you are not able to follow the suggested treatment.
6. To take part in evaluating your progress toward goals and/or the helpfulness of your treatment.
7. To inform your therapist if you also are in therapy at another location, or if you are taking or have taken medication for and emotional or nervous condition.
8. To provide current and historical information, to perform therapeutic "homework" and to actively participate in your treatment.
9. To request that information be sent to any agency, school, physician or therapist, if you are moving, or wish then involved in your treatment. A Consent for Release of Information form must be completed and signed for this purpose.

Please see the reverse for Joint Commission Rights and Responsibilities

The undersigned understands the above rights and responsibilities.

Client/Patient's Signature

Date

PATIENT RIGHTS AND RESPONSIBILITIES

- Patients have the right to be treated with personal dignity and respect.
- Patients have the right to care that is considerate and respects member's personal values and belief system.
- Patients have the right to personal privacy and confidentiality of information.
- Patients have the right to receive information about a managed care company's services, practitioners, clinical guidelines, and patient rights and responsibilities.
- Patients have the right to reasonable access to care, regardless of race, religion, gender, sexual orientation, ethnicity, age, or disability.
- Patients have the right to participate in an informed way in the decision making process regarding their treatment planning.
- Patients have the right to discuss with their providers the medically necessary treatment options for their condition regardless of cost or benefit coverage.
- Patients have the right of members' families to participate in treatment planning as well as the right of members over 12 years old to participate in such planning.
- Patients have the right to individualized treatment, including
 - Adequate and humane services regardless of the source(s) of financial support,
 - Provision of services within the least restrictive environment possible,
 - An individualized treatment or program plan,
 - Periodic review of the treatment or program plan, and
 - An adequate number of competent, qualified, and experienced professional clinical staff to supervise and carry out the treatment or program plan.
- Patients have the right to participate in the consideration of ethical issues that arise in the provision of care and services, including
 - Resolving conflict,
 - Withholding resuscitative services,
 - Forgoing or withdrawing life-sustaining treatment, and
 - Participating in investigational studies or clinical trials.
- Patients have the right to designate a surrogate decision-maker if the member is incapable of understanding a proposed treatment or procedure or is unable to communicate his or her wishes regarding care.
- Patients and their families have the right to be informed of their rights in a language they understand.
- Patients have the right to voice complaints or appeals about a managed care company or their provider of care.
- Patients have the right to make recommendations regarding a managed care company's rights and responsibilities policies.
- Patients have the right to be informed of rules and regulations concerning patients' conduct.
- Patients have the right to information about a managed care company Quality Improvement Program.
- Patients have the right to be informed of the reason for any utilization management non-certification including the specific utilization review criteria or benefits provision used in the determination.
- Patients have the right to have utilization management decisions made based on appropriateness of care. A managed care company does not reward practitioners or other individuals conducting utilization review for issuing non-certifications of coverage or service.
- Patients have the right to have access to their medical records.
- Patients have the responsibility to give their provider and managed care company information needed in order to receive appropriate care.
- Patients have the responsibility to follow their agreed upon treatment plan and instructions for care.
- Patients have the responsibility to participate, to the degree possible, in understanding their behavioral health problems and developing with their provider mutually agreed upon treatment goals.