

Ascension Genesys Hillside Center for Behavioral Health
8435 Holly Road Grand Blanc, MI 48439
(810) 603-8800

Hours of Operation: Monday-Thursday 8:00 A.M – 8:00 P.M., Friday 8:00 A.M. – 5:00 P.M.

CLIENT RIGHTS AND RESPONSIBILITIES

While being a client at Ascension Genesys Hillside Center for Behavioral Health (Genesys Hillside Center) you have the right to:

1. Be treated with respect and dignity and have your need for privacy respected regardless of: race, religion, color, national origin, sex, age, citizenship, handicap, sexual orientation, or disability.
2. Active participation with a clinician to determine treatment goals including: input from your parents, relatives or guardian's as appropriate and periodic review of treatment plan.
3. Receive adequate information about Genesys Hillside Center's services, clinician's credentials and specialties, clinical guidelines, and the client's rights and responsibilities.
4. Treatment within the least restrictive environment possible and explanation if that environment changes.
5. Have maintained a complete, up-to-date record of your diagnosis and treatment. All medical records, of and concerning you or your family, are maintained in compliance with relevant state and federal laws.
6. Request a second opinion from an outside consultant at your expense or to request an in-house review of the individual treatment plan, as provided in specified procedures of the organization.
7. Access to an adequate number of qualified, competent, and experienced professional clinical staff to supervise and implement treatment plans. As appropriate, staff is available who can effectively communicate with people who have hearing and speech impairments.
8. File complaints or appeals about Genesys Hillside Center, or any services, by requesting a complaint form from the front office staff. If you have a complaint regarding Quality or safety that you feel has been unresolved by Hillside Center you may Contact the Joint Commission of Hospital Accreditation by writing at One Renaissance Blvd. Oak Brook Terrace, IL 60181 or by fax to (603) 792-5636.
9. Privileged communication with those who examine and treat you, and any information obtained will not be disclosed to anyone without your prior written approval or unless required by law.
10. Understand Genesys Hillside Center responsibilities when you refuse to participate in a given type of treatment.
11. Know the cost, itemized when possible, of services rendered.
12. Be protected from physical, sexual, or other abuse by staff or other clientele while at Genesys Hillside Center.
13. With your approved consent, have your family involved in treatment, and informed of outcomes of care, including unanticipated outcomes.
14. Appropriate screening or assessment and referral for, or provision of, management of pain.
15. Obtain information about psychiatric advanced directives.
16. Obtain a copy of Ascension Genesys Hillside Center for Behavioral Health Services' Health Insurance Portability and Accountability Act (HIPAA) Privacy Notice, explaining how your medical information may be used, disclosed, and how you can get access to this information.

Client Responsibilities:

1. To provide, to the fullest extent possible, all information needed by the clinician, in order to plan for your treatment.
2. To participate, to the degree possible, in understanding your behavioral health problems and developing mutually agreed upon treatment goals.
3. To follow the plans and instructions for care that you have agreed upon with your practitioners.
4. To provide accurate insurance information and to notify Ascension Genesys Hillside Center when there are insurance changes.
5. To call at least **48 hours** in advance, during normal business hours, for prescription refills.
6. To attend and participate in all scheduled appointments or cancel/reschedule appointment at least **24 hours** in advance.
7. To provide payment for services on the day services are provided.
8. Parents and guardians of all minor children must accompany them to appointments and be available for consultation.
9. To provide supervision for all minor children in the lobby/waiting area.

Clients have the right to refuse:

1. Specific medications or treatment procedures, to the extent permitted by law.

Activities Prohibited:

1. The use of photographs, audio recordings, or videotapes of AGHCBH clients, including on the Internet, with or without his/her name attached is **strictly prohibited** by our clients and/or staff.

The following factors may result in termination of treatment, including but not limited to:

1. Destruction of Ascension Genesys Hillside Center property.
2. Abusive or threatening behavior toward Ascension Genesys Hillside Center staff or other clients.
3. Attending appointments under the influence of alcohol or illicit drugs.
4. Bringing weapons or illegal substances onto the property of Ascension Genesys Hillside Center.
5. Non-compliance with established treatment plan.

I have read and understand my rights and responsibilities.

Patient or legal guardian

Date

Witness

Date