**CONSUMER RIGHTS**

As an expression of our respect for you and your ability to participate in your own treatment and development toward personal well being, we offer you this list of your consumer rights.

You have a right to:

* Respectful care given by competent personnel.
* Receive prompt and adequate treatment.
* Receive services without discrimination based upon race, color, religion, sex, sexual preference, national origin or source of payment
* Have your conversation with the staff and all medical and health care records kept confidential in accordance with State law.
* Full information in laymen’s terms, concerning diagnosis, treatment and prognosis, including information about alternative treatments and possible complications. When it is not possible or medically advisable to give such information, the information shall be given to the patient’s designee
* Refuse to be taped/recorded.
* Refuse any drugs, treatment or procedure offered, to the extent permitted by law.
* Participate in the development and implementation of your plan of care.
* To be free from restraints and/or seclusion that are not medically necessary.
* Bring court action for damages of violation of your rights of confidentiality.
* See your health care record after termination of treatment with proper notice.
* Receive a list of medications and somatic treatment upon request and at the time of your termination of treatment.
* Have a grievance procedure available to you and to have an advocate represent you during the grievance process.

**EMERGENCY AFTER HOURS POLICY**

It is our intention that consumers with emergencies have access to a therapist 24 hours a day, every day. **For emergencies please call me at** **828-301-0097** **or if I am unable to return your call within 15 minutes:**

**In NC, please call Hope4NC at 1-855-587-3463 or dial 911**

**In WI, please call Wisconsin Lifeline at 1-800-273-8255 or dial 911**