

CONSUMER RIGHTS AND RESPONSIBILITIES

ANCHORAGE AND FAIRBANKS COMMUNITY MENTAL HEALTH SERVICES

YOUR RIGHTS

1. To get services without being treated unfairly due to race, religion, gender, age, place of origin, English proficiency, sexual orientation, marital status, or physical or mental abilities.
2. To be respected and treated with dignity and respect.
3. To be involved in your Treatment Plan, including the right to say no to certain services or to ask for specific services. If services cannot be provided, you have the right to be told why the service is not being provided or to be referred elsewhere for the service.
4. To be told by the person prescribing medications the name, purpose, possible side effects and drug interactions of any medication prescribed. You have a right to be told the risks and benefits of the medication, and the risk and benefit of not taking the medication.
5. To ask us to contact you by some method other than calling you at a home or work number. (e.g. calling a neighbor and leaving a message, email, etc.).
6. To have your health information kept confidential except as required or allowed by law and to review or get a copy of your records. Our Notice of Privacy Practices gives details about these rights.
7. To refuse experimental treatments, nonstandard treatment and participation in education or demonstration programs or research.
8. To make complaints or file a grievance without fear of retaliation.

YOUR RESPONSIBILITIES

1. To tell us why you are seeking services, about your problems, past illnesses, medications, and history.
2. To give complete, accurate and updated information to keep your clinical record current.
3. To ask questions about any information you do not understand.
4. To take an active role in your treatment (this includes families or guardians in the case of minor clients) and to work on treatment plan goals developed by you and your team.
5. To show respect for others, including respect for the confidentiality of others you see when you are here.
6. To talk about your concerns, complaints or grievances directly to staff and work to fix the problem.
7. To immediately report abuse, unethical or unprofessional staff behavior to Management.
8. To be financially responsible by giving all insurance information, current mailing address, paying bills, asking for financial counseling if needed, and following through with payment plans.
9. To come on time for appointments and to give at least 24 hours advance notice to cancel an appointment.

If you do not come on time for scheduled appointments or if you cannot be found by outreach staff for over 30 days or by case managers for 60-90 days, you may be discharged or be required to come during walk-in clinic time. If you are discharged for non-attendance you may ask to be re-admitted through the intake process.