



**Consumers’ Rights and Responsibilities Statement<sup>1</sup>**

***Statement of Consumers’ Responsibilities***

Consumers have the right to:

- Be treated with dignity and respect.
- Fair treatment; regardless of race, religion, gender, ethnicity, age, disability, sexual preference or source of payment.
- Have treatment and other information kept private. Only where permitted by law, may records be released without the consumer’s permission.
- Easily accessed and timely care.
- Know about treatment choices. This is regardless of cost and coverage by the consumer’s benefit plan.
- Share in the development of their plan of care.
- Information provided in a language understandable to the them.
- A clear explanation of their condition and treatment options.
- Information about Ravenhill Psychological Services, its practitioners, services, and role in the treatment process.
- Ask their provider about his/her work history and training.
- Give input on the Consumer’s Rights and Responsibilities Policy.
- Know about advocacy, community groups and prevention services.
- Freely file a complaint or appeal and learn to do so.
- Know their rights and responsibilities in the treatment process.
- Receive services that will not jeopardize their employment.
- Request certain preferences in a provider.

- Have a provider’s decisions about their care made without regard to financial incentives.

***Statement of Consumers’ Responsibilities***

Consumers have the responsibility to:

- Treat those giving them care with dignity and respect.
- Give providers information they need in order to assist the provider in delivering the best care possible.
- Ask questions about their care. This is to help them understand their care.
- Follow the treatment plan. The plan of care is to be agreed upon by the member and the provider.
- Follow the agreed upon medication plan (when applicable).
- Tell their provider and primary care physician about medication changes, including medications given to them by others.
- Keep their appointments. Consumer should call his/her provider as soon as they know they need to cancel visits.
- Let the provider know when the treatment plan is working for them.
- Let their provider know about problems with paying fees.
- Report abuse and fraud.
- Openly report concerns about the quality of care they receive.

*My signature below shows that I have been informed of my rights and responsibilities as a mental health consumer and that I understand this information.*

\_\_\_\_\_  
Consumer Signature Date

\_\_\_\_\_  
Guardian Signature – if client is under 14 Date

\_\_\_\_\_  
Provider Signature Date

<sup>1</sup> Taken from Magellan Behavior Health Member’s Rights and Responsibilities