

IROQUOIS MENTAL HEALTH CENTER CONSUMER RIGHTS

You Have the Right:

1. To be free of discrimination or prejudice in receiving treatment regardless of age, gender, race, religion, sexual orientation, national origin, physical situation, psychological characteristics or religious and spiritual beliefs.
2. To have services that are responsive to your age, gender, social supports, cultural orientation, psychological characteristics, sexual orientation, physical situation and spiritual beliefs.
3. To receive treatment and services regardless of the source(s) of financial support.
4. To individualized treatment.
5. To be involved in the assessment and development of the Treatment Plan and to discuss any aspect of your treatment with your counselor.
6. To treatment in the least restrictive environment.
7. To have all information about you and your treatment to be held in strict confidence in accord with the state, federal and agency regulations and laws on confidentiality. You have a right to be protected in accordance with Chapter 2 of the Mental Health and Developmental Disabilities Code. [405 ILCS]. The rights on confidentiality is governed by the Mental Health and Developmental Disabilities Confidentiality Act [740 ILCS 110] and by the Health Insurance Portability and Accountability Act of 1996, HIPPA (45 CFR 160 and 164). Agency Staff are mandated reporters for DCFS & Elder Abuse.
8. To be informed about the nature of your care, procedures and treatment received in understandable terms.
9. To be informed about all possible consequences and benefits of all medications and treatment procedures used, and to give a written consent for treatment and a copy of the treatment plan.
10. To examine and receive an explanation of your bill, regardless of source of payment.
11. To stop treatment whenever you wish and to be informed of the consequences resulting from a refusal of treatment.
12. To be given help in meeting your continuing emotional and physical requirements upon case closing.

13. If you are 14 to 17 years of age, you are entitled to active participation in treatment and have up to five counseling sessions without parent or guardian knowledge or consent. Consent of treatment becomes necessary by law after five sessions.
14. To treatment free from any forms of abuse or retaliation, including psychological abuse, sexual abuse, punishment, neglect, harassment, humiliation, threats, fiduciary abuse and exploitation.
15. To receive considerate and respectful care.
16. To not be “abandoned” in treatment.
17. To not be denied, suspended, or terminated from services or have services reduced from exercising any of your rights.
18. To confidentiality of HIV antibody and/or AIDS status.
19. To know the name of the person coordinating your care.
20. To have the opportunity to evaluate the agency’s service.
21. You have the right to receive Crisis Services.
22. You have a right to request a copy of the agency Code of Ethics and Professional Behavior.
23. You have the right to file a grievance up to the level of the Executive Director.
24. You have the right to informed consent.
25. You have a right to access your own lawyers or have referral information to access legal entities.
26. You have a right to go to advocacy/self-help groups.
27. You have a right to refuse services from the person or service delivery team you get assigned and a right to request a specific clinician, if available, and referral given if preferred or appropriate
28. You have a right to information in sufficient time for decision making.
29. You have the right to access your records according to agency policy
30. You have a right to refuse concurrent or dual treatments for multiple problems

31. You have a right to not complete releases of information and right to revoke them, if already completed.

32. You have a right to an investigation and resolution of any alleged infringement of rights within specific time frames. You will not face retribution or retaliation if you act in good faith in making a report

33. You have the right to contact a public payor (Department of Human Services, Department of Children and Family Services, Department of Rehabilitative Service and Department of Alcoholism and Substance Abuse)

34. To a description of the route of appeal available when you disagree with a facility's policies or procedures. You have the right to contact the Guardianship and Advocacy Commission and Equip for Equality if you feel your rights are being violated.

35. IMHC does not do human subject research.

Guardianship and Advocacy Commission
East Central Region Office
423 South Murray Road
Rantoul, IL 61866-2125

Equip for Equality
115 North Neil Street
Suite 209
Champaign, IL 61820
217-892-4611 800-537-2632

ALL RIGHTS SHALL BE PROTECTED IN ACCORDANCE WITH CHAPTER 2 OF THE MENTAL HEALTH AND DEVELOPMENTAL DISABILITIES CODE [405 ILCS 5].

I HAVE EXPLAINED THE ABOVE RIGHTS TO CONSUMER AND IT IS MY BELIEF THAT THE CONSUMER HAD UNDERSTOOD THESE RIGHTS.

CONSUMER SIGNATURE: _____ DATE: _____

GUARDIAN SIGNATURE: _____ DATE: _____

STAFF SIGNATURE: _____ DATE: _____