

RIGHTS OF MEMBERS

1. Right to be informed and have a copy of client rights and responsibilities at admit
2. Right to have a family member chosen as a representative, or the member's own physician notified of admission to the program at the member's request.
3. Right to receive treatment and services without discrimination based on race, religion, sexual orientation, age, national origin, gender, disability
4. Right to maintain personal dignity and treated with humane and adequate care.
5. Right to be free from abuse, neglect, retaliation, exploitation, humiliation, discrimination, and harassment
6. Right to receive services in a safe, private, least restrictive setting
7. Right to receive the services of a translator or interpreter to facilitate communication between staff and members
8. Right to be informed of own health status and to participate in the development, implementation and updating of the members' treatment plan.
9. Right to make informed decisions regarding the member's care by the member or member's parent/guardian
10. Right to participate or refuse to participate in experimental research when member gives informed, written consent; parent if member is a minor
11. Right to be informed, in writing, of policies and procedures for filing a grievance and their review and resolution.
12. Right to submit complaints or grievances without fear of retaliation.
13. Right to have member's information and medical records, including electronic records, kept confidential
14. Right to be given a copy of the program's rules and regulations upon admit.
15. Right to receive treatment in the least restrictive setting that meets the members' needs.
16. Right to not be restrained or secluded.
17. Right to be informed in advance of all estimated charges and any limitations on length of services .
18. Right to receive an explanation of treatment or rights while in treatment.
19. Right to be informed of nature and purpose of services rendered, title of person providing services.
20. Right to be informed of risks, benefits, side effects of all proposed treatment and medications.
21. Right to be informed of probable health and mental health consequences of refusing treatment and other available treatments.
22. Right to accept or refuse all or part of treatment, unless prohibited by court order or physician deems member to be a danger to self, others or gravely disabled.
23. Right to have access to records, legal entities, self-help support groups, advocacy support services.
24. Right to be informed of consent/refusal to release information to third party entities.
25. Right to have legal representation for investigation and resolution of alleged infringement of rights.
26. Right to choose MHR provider, physician.
27. Right to evidenced based services and outcomes.
28. Right to 24-hour Crisis Intervention Services.
29. Right to creation of an Advanced Directive.
30. Right to accommodations if special needs exist

RESPONSIBILITIES OF MEMBERS

What RMS expects from you:

1. Secure all pets in your home before the RMS employee exits the vehicle.
2. Keep all scheduled appointments with the prescriber, direct service staff and clinical team.
3. If you must cancel your appointment, call the office 24 hours in advance to reschedule.
4. Complete all required documents before your appointment.
5. Bring all Medications to the appointment with the prescriber.
6. The parent must participate in all aspects of care for the minor member.
7. Notify staff of any changes to insurance, healthcare providers, home address, phone number, email address, or medication.
8. Notify staff of any emergency room visits or hospitalizations.
9. Meet with clinical and medical team within 7 days of hospital discharge.
10. Be accessible to staff and commit to appointments to receive services.
11. Participate in the development and updating of the treatment plan.
12. Meet with staff to receive proper discharge instructions to close your case.
13. Show up on time for medical appointments and keep appointments to receive prescriptions.
14. Have blood drawn and vitals/weight collected to evaluate health and medication effects.
15. Report any abuse, neglect, exploitation, discrimination, humiliation, fraud, retaliation or inappropriate behavior of staff.
16. Maintain appropriate relationships with staff; Treat staff with dignity and respect.
17. Pay any copay or deductible in advance.
18. Maintain the confidentiality and privacy of other members in the office.
19. Commit to your treatment plan and actively participate in the services delivered.
20. Participate in writing the progress note and sign your full name to the progress note of services provided.
21. Request any extra special accommodation or modifications that are needed.
22. Request whether a translator is needed or if documents must be in another language.
23. Take medications as prescribed and report any side effects.
24. Participate in safety drills if they are conducted while you are in the office.
25. Smoking is only permitted in designated smoking areas. No smoking in employee vehicles.
26. No weapons or illegal substances are allowed at any time.
27. No violence or threats.
28. Follow all safety rules in the office and vehicle.
29. Notify staff of any contagious or communicable illness or disease prior to receiving services.
30. Call the RMS crisis line 24 hours/day for crisis services to prevent hospitalization.
31. RMS shall not allow any photography, audio, or video recordings of members by RMS staff. RMS reserves the right not to allow members to photograph or record (audio or video) sessions unless consent is obtained.