

CLIENT BILL OF RIGHTS

Clients have the right to an individualized plan of treatment services and to participate to the fullest extent consistent with the client's capacity in the establishment and revision of that plan.

Clients have the right to a full explanation of the services provided in accordance with their treatment plan.

Participation in treatment is voluntary and clients are presumed to have the capacity to consent to such treatment. The right to participate voluntarily in and to consent to treatment shall be limited only the extent that it is governed by the Criminal Procedure Law and/or the Mental Hygiene Law.

While a client's full participation in treatment is a central goal, a client's objection to his or her treatment plan or disagreement with any portion thereof shall not, in and of itself, result in the client's termination from the program unless such objection renders the client's continued participation in the program clinically inappropriate or would endanger the safety of the client or others.

The confidentiality of client's clinical records will be maintained in accordance with Section 33.13 of the Mental Hygiene Law.

Clients will be assured access to their clinical records consistent with Section 33.16 of the Mental Hygiene Law.

Clients have the right to receive clinically appropriate care and treatment that is suited to their needs skillfully, safely and humanely administered with full respect for their dignity and personal integrity.

Clients have the right to receive services in such a manner as to assure non-discrimination.

Clients have the right to be treated in a way that acknowledges and respects their cultural environment.

Clients have the right to a maximum amount of privacy consistent with the effective delivery of service.

Clients have the right to freedom from abuse and mistreatment by employees.

Clients have the right to be informed of the provider's client grievance policies and procedures and to initiate any questions, complaints or objections accordingly.

Clients have the right to request that an advocate or significant other attend treatment sessions. If clinically appropriate and with a signed release of information, their request will be granted.

CONFIDENTIALITY

A record for each client is maintained by the Broome County Mental Health Department in accordance with Mental Hygiene Rules and Regulations and Office of Mental Health confidentiality guidelines. All client information, including client identification, clinical data, and financial records are confidential and not public record. No information will be released to any person or agency except as follows:

- a) with the written, informed consent of the client or someone authorized to act on behalf of the client;
- b) pursuant to an order of a court or record;
- c) in accordance with a client's written Access to Records Request; or
- d) as otherwise permitted or required by law.

GRIEVANCES

Disagreements, complaints, or grievances should be resolved at the lowest staff level possible within the Broome County Mental Health Department. Complaints should be made to the primary therapist or their immediate supervisor. If resolution does not occur, the issue should be referred to the next level as follows:

- a) Deputy Commissioner
- b) Commissioner

If a resolution cannot be reached through the process detailed above, grievances may be made to the following agencies:

NYS Office of Mental Health
Central NY Field Office
545 Cedar Street
Syracuse, NY 13210-2319
1-315-426-3930

NYS Office of Mental Health – Customer
Relations
44 Holland Avenue
Albany, NY 12229
1-800-597-8481

NYS Commission of Quality of Care
401 State Street
Schenectady, NY 12305-2397
1-800-624-4143

Protection and Advocacy for Individuals
with Mental Illness (PAIMI)
472 S. Salina St; Suite 300
Syracuse, NY 13202
1-315-475-3127
1-866-475-9967

National Alliance for the Mentally Ill of NYS (NAMINYS)
260 Washington Avenue
Albany, NY 12210
1-518-462-2000
Helpline: 1-800-950-3228

**Broome County Mental Health Department
229-231 State Street
Binghamton, NY 13901**