

Your Rights and Responsibilities as a Client of Center for Human Development, Inc. (CHD)

As a Client, you have the Right to:

1. Be treated with dignity and respect.
2. Know the names of the people serving you.
3. Confidentiality of treatment and clinical records, unless otherwise required by law (see opposite page)
4. Participate in developing the plan for your treatment (including family involvement if you wish), choose from available services and supports consistent with the plan, participate in periodic review, and receive a copy of the plan.
5. Have services explained, including expected outcomes and possible risks.
6. Be informed of the policies, procedures and fees applicable to services provided, including a summary of policies available to you or your family upon request.
7. Receive medication specific to your diagnosed clinical needs.
8. Consent to or refuse any care or treatment (see opposite page for age of consent for minor children), except in a medical emergency or otherwise permitted by law.
9. Review your records and receive copies, comment on any portion of your records, and determine who can read your records.
10. Be free from abuse, seclusion and restraint, and to not participate in experimentation. You have the right to report any incident of abuse or neglect without any form of retaliation. Personal restraint and seclusion is only approved in CHD's Rising Stars Day Treatment Program and only as a last resort during an emergency safety situation (OAR 309-022-0170 & CHD Policy #159).
11. Have any formal grievance investigated in a fair manner, to ask for an Expedited Grievance, and to appeal decisions you don't agree with.
12. Have religious freedom.
13. Receive prior notice of transfer, unless there is a threat to health and safety.
14. Make mental health treatment decisions, including the right to accept or reduce mental health treatment and the right to execute a Declaration for Mental Health Treatment.
15. Receive information and materials in a format appropriate to your needs.
16. Have access to peer-delivered services.
17. Be assessed for suicide risk and be involved in the development of a safety plan, as appropriate.
18. Be informed of these rights (from OAR 309.019.0115) at start of services and periodically thereafter, and exercise them without fear of reprisal or punishment.

CHD has the Right to:

1. Suspend, terminate or refuse to admit a client from treatment in accordance with CHD policies.
2. Allow staff to view client records as necessary to do their jobs and allow outside reviewers to see client records for quality assurance or otherwise as permitted by law.
3. Have all staff treated with respect and dignity.

As a Client, you have a Responsibility to:

1. Be honest about your medical and family history.
2. Be sure you understand.
3. Report any changes in your health or living situation.
4. Respect CHD policies and staff.
5. Call to make an appointment, unless it is an emergency.
6. Show up for appointments on time.
7. Call 24 hours in advance to reschedule or cancel appointments.
8. Check in at Reception when you arrive and show your insurance card if needed.
9. Pay for all services at your appointment and/or give permission for CHD to bill your insurance.

CHD staff have a Responsibility to:

1. Respect all client rights.
2. Inform clients of services, alternative methods available for treatment and any risks involved.
3. Inform clients of their rights and responsibilities.
4. Follow clinic policies and procedures.
5. Maintain a record of all services provided.
6. Bill clients for services.
7. Report any known or suspected child or elderly abuse.
8. Report any clear or immediate danger to society.

Our Policy to Protect Clients' Rights

It is a policy of CHD that all services will be provided in a manner which protects the rights and dignity of clients. We do not discriminate on the basis of race, ethnicity, gender, gender identity, gender expression, sexual orientation, religion, creed, national origin, age (except when program eligibility is restricted to children, adult or older adults), familial status, marital status, source of income, and disability. If you feel you have been discriminated against or treated unfairly, report the incident to a staff member and receive a copy of your rights and the Customer Grievance Procedure. For urgent problems, you have the right to ask for an **Expedited Grievance Process** in order to get a decision right away.

“Working for Healthy Communities”

2301 Cove Avenue, La Grande, OR 97850 (541) 962-8800 Fax (541) 963-5272

If you need this document in an alternate format, please contact CHD.

Common Questions

Will it be confidential?

All information about you and your records will be kept confidential, unless:

- you give written permission
- there is a court order
- there is suspected or reported child or elderly abuse
- there is an evaluation or audit
- there is a medical emergency
- compensation from a government agency is needed
- there is an immediate danger to a client or society

In these cases only the necessary information can be released. Within CHD there is a “need to know” standard which allows certain staff to see portions of client records in order to do their job. More detail is available in our Notice of Privacy Practices available at the time of intake, on our website or from any staff member.

Confidentiality of client information and records is protected by law (HIPAA Privacy Rule, ORS 107.154, 179.505, 179.507, 192.515, 192.507, and 42 CFR Part 2 & 45 CFR Part 205.50). Violation of confidentiality is a crime.

What is the Center for Human Development?

The Center for Human Development, Inc. (CHD) is a health agency. Its main focus is to provide prevention services and treatment programs for citizens of all ages:

- Public Health: immunization, family planning, health screenings, information and education
- Mental Health: counseling, emergencies, case management, small groups
- Environmental Health Services
- Veteran Services
- Developmental Disabilities Case Management
- Home Visiting/WIC Services
- Substance Abuse Prevention and Treatment
- Prevention Services

What are the working hours? Do I need an appointment?

CHD is open from 8:00am to 5:30pm Monday through Friday. Appointments are necessary for some services; however, many others are offered at walk-in clinics. It is best to call and ask for an appointment or to get more information on regularly scheduled programs.

What if I need help and CHD is closed?

There is an on-call staff member available 24 hours a day! Call the main CHD number at 541-962-8800 and select the option for a mental health emergency at any time.

What if I am a minor?

You do **not** need your parents' permission if you are: 14 years or older for outpatient mental health or substance abuse services (ORS 109.675); 15 years or older for most public health services (ORS 109.640(2)). If you are under these ages, you must have parental consent to receive services. Family planning/birth control services are available to individuals of **any age** (ORS 109.640(1)). Services will be confidential unless releasing certain information is required by law. Talk with your nurse or therapist to understand the extent of your confidentiality. Different programs have different laws on minors' confidentiality.

Grievance Procedure

Any client of CHD has the right to file a complaint or grievance through the grievance procedure process. Grievances may be stated orally or in writing by the customer requesting the initiation of this procedure. **Grievance forms are available at Reception, or ask to speak with the Community Relations Coordinator.** For urgent problems, customers have the right to ask for an **Expedited Grievance Process** in order to get a decision right away.

Complaints may also be made by calling the applicable agency:

Center for Human Development	541-962-8800
Civil Rights Division	971-673-0761
Disability Rights Oregon	800-452-1694
Greater Oregon Behavioral Health	800-493-0040
Health Systems Division	503-945-5763 (500 Summer St NE, E49, Salem, OR 97301)
Oregon Health Authority—Public Health	800-422-6012

All clients of CHD will be free from retaliation for any complaints or grievances filed against CHD staff or the agency itself.