



WISCONSIN OUTPATIENT MENTAL HEALTH SUMMARY OF CLIENT RIGHTS

All HOPE – Child and Family Counseling staff shall recognize and respect the rights of our clients.

ALL CLIENTS OF OUTPATIENT MENTAL HEALTH SERVICES ARE GUARANTEED THE FOLLOWING RIGHTS UNDER WISCONSIN STATE LAW:

- The right to be informed of your rights as a patient/client.
- Nondiscrimination on the basis of race, religion, age, sex, or sexual orientation, ethnic origin, physical or mental impairment, financial or social status.
- The right to the least restrictive treatment conditions necessary.
- The right to receive prompt and adequate treatment.
- The right to be informed of your treatment and care and to participate in the planning of your treatment and care.
- The right to be free from any unnecessary or excessive medications at any time.
- The right to a humane psychological and physical environment.
- The right to confidentiality of all treatment records, to review and copy certain records, and to challenge the accuracy, completeness, timeliness or relevance of information in your records in accordance with the provisions of section
- Be informed about the costs of treatment and medications.
- The right to file a grievance about violation of these rights without fear of retribution.
- The right to go to court if you believe that your rights were violated.
- The right to be treated with respect and recognition of the patient's dignity and individuality by all employees of the treatment facility or community mental health program and by licensed, certified, registered or permitted providers of health care with whom the patient comes in contact.

When you receive any type of service for mental illness, alcoholism, drug abuse or a developmental disability, you have the above noted rights under Wisconsin Statute sec. 51.61(1) and HFS 94, Wisconsin Administrative Code.

You may talk with staff or contact your Client Rights Specialist if you would like to file a grievance or learn more about the grievance procedure used by HOPE – Child and Family Counseling, Inc

Your Client Rights Specialist at this agency: Gary Wagner (815) 601-4673

CLIENT RESPONSIBILITIES:

In addition to the rights that are afforded to you as a participant of HOPE – Child and Family Counseling, Inc, there are certain responsibilities you have in order to ensure appropriate delivery of services. Your responsibilities include but are not limited to the following:

- Abide by all rules and regulations of HOPE – Child and Family Counseling, Inc, including our concealed carry weapon prohibition and our non-smoking policy.
- Provide relevant information, to the fullest extent possible, which is accurate and complete when it impacts the services you are receiving.
- Actively participate in the services and work on the goals outlined in your treatment or service plan.
- Comply with program specific rules and expectations as outlined in your program's handbook or rules. Please ask questions if you are unsure of what is expected of you within a specific program.
- Be considerate of facility personnel and property.
- Promptly meeting any financial obligations agreed to with HOPE – Child and Family Counseling, Inc when applicable.

Under Wisconsin Statute sec. 51.30 and HFS 92, Wisconsin Administrative Code:

Records Privacy and Access

- Your treatment information must be kept private (confidential), unless the law permits disclosure.
- Your records may not be released without your consent, unless the law specifically allows for it.
- You may ask to see your records. You must be shown any records about your physical health or medications. Staff may limit how much you may see of the rest of your treatment records while you are receiving services. You must be informed of the reasons for any such limits. You may challenge those reasons through the grievance process.
- After discharge, you may see your entire treatment record if you ask to do so.
- If you believe something in your records is wrong, you may challenge its accuracy. If staff will not change the part of your record you have challenged, you may file a grievance and/or put your own version in your record.

A copy of Wisconsin Statute sec. 51.30 and/or HFS 92, Wisconsin Administrative Code, is available upon request.

Grievance Procedure and Right of Access to Courts

- Before treatment has begun, the service provider must inform you of your rights and how to use the grievance process. A copy of the Agency's Grievance Procedure is available upon request.
- If you feel your rights have been violated, you may file a grievance.
- You may not be threatened or penalized in any way for presenting your concerns informally by talking with staff, or formally by filing a grievance.
- You may, instead of filing a grievance or at the end of the grievance process, or any time during it, choose to take the matter to Court to sue for damages or other Court relief if you believe your rights have been violated.

Grievance Resolution Stages

Informal Discussion (Optional)

- You are encouraged to first talk with staff about any concerns you have. However, you do not have to do this before filing a formal grievance with your service provider.

Grievance Investigation - Formal Inquiry

- If you want to file a grievance, you should do so within 45 days of the time you become aware of the problem. The Program Supervisor for good cause may grant an extension beyond the 45-day time limit.
- The agency's Client Rights Specialist (CRS) will investigate your grievance and attempt to resolve it.
- Unless the grievance is resolved informally, the CRS will write a report within 30 days from the date you filed the formal grievance. You will get a copy of the report.
- If you and the Program Supervisor agree with the CRS's report and recommendations, the recommendations shall be put into effect within an agreed upon time frame.
- You may file as many grievances as you want. However, the CRS will usually only work on one at a time. The CRS may ask you to rank them in order of importance.

Program Supervisor's Decision

- If the grievance is not resolved by the CRS's report, the Program Supervisor or agency designee shall prepare a written decision within 10 days of receipt of the CRS's report. You will be given a copy of the decision.

County Level Review

- If you are receiving services from a County agency, or a private agency and a County agency is paying for your services, you may appeal the Program Supervisor's decision to the County Agency Director. You must make this appeal within 14 days of the day you receive the Program Supervisor's decision. You may ask the Program Supervisor to forward your grievance or you may send it yourself.
- The County Agency Director must issue his or her written decision within 30 days after you request this appeal.

State Grievance Examiner

- If your grievance went through the County level of review and you are dissatisfied with the decision, you may appeal it to the State Grievance Examiner.
- If you are paying for your services from a private agency, you may appeal the Program Supervisor's decision directly to the State Grievance Examiner
- You must appeal to the State Grievance Examiner within 14 days of receiving the decision from the previous appeal level. You may ask the Program Supervisor to forward your grievance to the State Grievance Examiner or you may send it yourself. The address is: State Grievance Examiner, DSL, P.O. Box 7851, Madison, WI 53707-7851.

Final State Review

- Any party has 14 days of receipt of the written decision of the State Grievance Examiner to request a final state review by the Administrator of the Division of Supportive Living or designee. Send your request to the DSL Administrator, P.O. Box 7851, Madison, WI 53707-7851.

