



## Client Rights

Thrive Counseling Services PLLC abides by policies of the State of North Carolina in assuring basic human rights to all persons served. It is contrary to Thrive Counseling Services PLLC policy for staff to restrict rights or privileges of consumers. Below is a summary of rights, which you, as our client, will be guaranteed.

**Your rights are guaranteed by law:** You have the same basic civil rights and remedies as other citizens; including the right to buy or sell property, sign a contract, register and vote, access self-help and advocacy support services, access legal entities for representation, sue others who have wronged you, and marry or get a divorce. You also have other rights guaranteed by North Carolina General Statutes 122C, Article 3, including the right to dignity, privacy, humane care, and freedom from physical punishment, abuse, neglect, and exploitation. If a court orders someone to have a legal guardian, some additional rights will involve that guardian. It is the responsibility of the agency that you are receiving services from to provide you or your guardian with a written summary of your rights at the initiation of service delivery.

**You have the right to investigation and resolution of alleged infringement of rights:** If in the event you feel that your rights have not been respected, you have the right to file a formal grievance to Thrive Counseling Services PLLC, the managing LME, or you may choose to contact other advocates to initiate the process of investigation. You have the right to receive a timely resolution to this alleged infringement. In addition, all alleged infringement of rights will be reviewed by Thrive Counseling Services PLLC.

**You have the right to a treatment plan:** A written treatment plan, based on your individual needs, must be implemented upon admission. You have the right to treatment in the most normal, age-appropriate, and least restrictive environment possible. You have the right to take part in the development and periodic review of this plan. You have the right to have access to information in a manner that allows you sufficient time to make an informed decision regarding your preferred treatment needs. You are entitled to review your treatment plan and obtain a copy of it from your service provider or medical records.

**You have the right to refuse treatment:** Before you agree to your plan, you will be informed of the benefits or risks involved in the services you will receive. You have the right to consent or refuse services, including involvement in research projects, and may withdraw your consent at any time. If you have asked to receive services, you always have a right to agree to refuse any specific treatment. You have the right to consent or refuse treatment based on the composition of the service delivery team. The only time you can be treated without your consent is in an emergency situation, when it has been court-ordered, or if you are a minor and your parents have given permission. Please note: the gravity of some emergencies may require law enforcement assistance or initiation of involuntary commitment procedures.

**You have the right to confidentiality:** The confidentiality of your treatment is protected by law. Except as required by law and agency regulations, your records and other information about you will not be released without your written permission. Instances in which we may be required to share information with another party about the services you receive are if:

- You give permission to share information about your care with your next of kin, a family member with a legitimate role in your service, or another person whom you name;
- It is believed that it is in your best interest that your next of kin be informed that you are a client;
- An advocate needs to review your record when assigned to work on your behalf;
- The court orders us to release your records;
- Our attorney needs to see your file due to legal proceedings;
- Another public agency needs to receive your files when your care is transferred;
- You become imprisoned and the court orders us to share your file with prison officials;
- In an emergency, another professional treating you requests your records;
- It is found necessary for a physician or other professional who referred you to our agency to receive your files;
- We believe that you are a danger to yourself or others, we could share information with law enforcement.

Special rules may apply if you have a legal guardian appointed, are a minor, or are receiving treatment for substance abuse. Refer to the "Notice of Privacy Practices" for instances in which permission is not needed. You have the right to see your own records except under certain circumstances specified by law. You have the right to have those circumstances explained to you.

**You have the right to be informed of the rules:** You have the right to be informed of the rules that you are expected to follow in our program and possible penalties for violation of the rules. This information will be provided when you begin services. You have the right to be free from unwarranted suspension or expulsion from our program or services. If you are discharged from our program, you are entitled to a copy of your discharge plan.

**You have the right to know your treatment costs:** Fees should be discussed with you prior to beginning a service. If this does not occur, please let us know. A listing of charges for services is available to you upon request.

**You have the right to privacy:** You have the right to be free from any unwarranted search of your person or property. The agency itself may be searched if dangerous or illegal substances are reasonably believed to be present, and staff may search clients who are minors.

**You have the right to freedom from abuse, neglect, exploitation, and humiliation:** You will not be subjected to the use of corporeal punishment or the use of physical restraint or seclusion as a therapeutic treatment. At the time of admission, you will be informed of the type of interventions that are approved for use. The agency cannot administer any potentially painful or humiliating procedure or stimulus to reduce the frequency or intensity of a behavior. Employees must protect persons served from harm and report any form of abuse, neglect, or exploitation. Therapeutic interventions and devices may never be used as retaliation, for the convenience of staff, or in a manner that causes harm or undue discomfort.

**You have the right to make instructions for your treatment in advance:** You may choose to plan in advance of becoming incapacitated and unable to make decisions about your treatment, you may prepare a document, which outlines your intentions for your treatment, and a person to make decisions based upon your instructions.

**You have the right to make a complaint:** If you are dissatisfied with a Mental Health, Developmental Disability, and Substance Abuse service delivered through the LME or Thrive Counseling Services PLLC you have the right to state a complaint or file a grievance at any time. Before starting a written complaint, we encourage you to first discuss the matter with staff and allow them an opportunity to help resolve it. If this is unsuccessful, we encourage you to complete and forward to us a complaint form, which you may request from staff of any MH/DD/SAS program or contract agency.

**You have certain appeal rights:** If you have Medicaid, you have the right to request an appeal hearing if you are denied a requested service, or if current services are reduced, suspended, or terminated.

Your rights may **NOT** be restricted except under very strict rules.

**You can also gain further information regarding your rights from:**

Cardinal Innovations, 10150 Mallard Creek Road Suite 305, Charlotte NC 28262  
Complaint Line: 888.213.9687

Carolina Legal Assistance:  
800.821.6922

National Alliance on Mental Illness (NAMI):  
Client Helpline: 800.451.9682

Division of MH/DD/SAS Advocacy and Customer Service Section:  
919.715.3197

Division of Health Service Regulation:  
Complaint Hotline: 800.624.3004