

RIGHTS & RESPONSIBILITIES

PATIENT RIGHTS

You and/or your child are entitled to specific rights in regard to the administration of your care and treatment. You shall have impartial access to treatment, regardless of race, religion, gender, ethnicity, age or disability. You and/or your child are entitled to:

- considerate, respectful, professional, humane care
- an explanation of your/child's condition, the risks, benefits and the nature of your treatment and continued care unless such knowledge is judged to be detrimental to your well being by your mental health provider
- confidentiality and personal privacy except in cases of danger to self or others and abuse reporting
- examination of your record
- examination & explanation of treatment fees
- give your informed consent to be photographed, audio or video taped, or to become involved in any research activity
- be informed of any proposed change in the staff responsible for your services or for any transfer
- request reassignment to a different provider
- request a second opinion of a consultant at your expense
- be informed of your rights in a language you can understand
- the extent permitted by law, refuse specific medications or treatment procedures



Understand your
rights and responsibilities

PATIENT RESPONSIBILITIES

To the degree possible we request that patients:

- arrive on time for appointments
- call and cancel appointments as soon as you know you are unable to attend. We have people on standby, waiting for cancellations, who want services
- silence cell phones in the waiting room & step outside if you must make or receive calls
- be honest with your doctor or therapist
- express your needs and preferences to your doctor or therapist as they relate to your services
- ask your doctor or therapist about anything that you do not understand
- be courteous
- respect the privacy of others receiving treatment
- participate to your highest ability in your treatment planning
- pay any and all agreed upon fees at the time of service (if applicable)
- notify Milestones of any changes in address, phone, insurance coverage and/or guardianship