



Patient Rights

As a patient, you have the right to:

- Be treated with consideration, respect, and dignity.
- Not be discriminated against in determining eligibility for treatment.
- Not be treated in any way constituting abuse, harassment, financial exploitation, retaliation, humiliation, or neglect.
- Give informed consent to receive a service. (Adult patients shall sign an informed consent to receive a service. If the patient has a legal guardian, then the legal guardian shall sign the consent.)
- Have informed consent or refusal or expression of choice regarding releases of information, concurrent services, and composition of the service delivery team.
- Have input into your treatment and case management plans and be informed of their content.
- Have individualized treatment.
- File a grievance, recommendation, or opinion regarding the service you receive without fear of retaliation.
- Give informed consent regarding participation in research studies with the exception of a juvenile whose parent or guardian shall give informed consent.
- Confidentiality in accordance with state and/or federal laws.
- Request a written statement of the charge for a service and be informed of the policy for the assessment and payment of fees.
- Be informed of the rules of patient conduct including the consequences for the use of alcohol and other drugs or other infractions that may result in disciplinary action or discharge.
- Review your patient record.
- Receive one free copy of your record.
- Be given the opportunity to vote in a political election.
- Be given reasonable accommodations to afford privacy in bathing and toileting.
- Obtain access or referral to appropriate legal representation, self-help support services, and advocacy support services.
- Consult with a member of clergy, private attorney, or physician retained by you.
- Receive visitors.
- Send and receive communications by mail, telephone, and telegraph, and that these communications shall not be censored or read without consent.

If you feel as though your patient rights have been violated or you have a complaint, Stepworks will employ every reasonable effort to resolve your complaint. If you feel as though your complaint is not adequately resolved, you may contact the Cabinet for Health Services ombudsman at 1-800-372-2973 and/or file a complaint form, which can be found on the bulletin board.