

**IT'S GOOD  
TO KNOW ABOUT YOUR**

# **RIGHTS**

**IF YOU HAVE ANY  
QUESTIONS ABOUT  
YOUR RIGHTS WHEN  
YOU GET SUBSTANCE  
ABUSE SERVICES,**

**WE CAN  
HELP**

**PROGRAM  
RIGHTS ADVISOR**

*Joe Lilly*

*(248) 250-6620*

**REGIONAL  
RIGHTS CONSULTANT**

*Oakland Community  
Health Network*

*877-744-41578*

**Recipient Rights Coordinator**  
Michigan Department of Licensing and Regulatory Affairs  
Bureau of Health Care Services  
Health Facilities Division  
Substance Abuse Licensing Section  
P.O. Box 30664, Lansing, MI 48909

# A SUMMARY OF YOUR RIGHTS

## When You Receive Mental Health Services FROM THIS AGENCY

When you receive mental health services your rights are guaranteed by Michigan's Mental Health Code, other provisions of the law, and the constitutions of Michigan and the United States. Certain rights cannot be limited by statute, rule, court decision, or for treatment appropriate to your condition.

Limitation to your rights must be entered into your treatment record and must be periodically reviewed. When you are first accepted for service you (and your parent or guardian if you are a minor) must be given a summary of your rights.

### CIVIL RIGHTS

When you receive services:

- you retain all rights, benefits, and privileges guaranteed by law
- you continue to have the right to vote in all elections, make contacts, make a will, hold or transfer property, marry, have a driver's license and manage your own affairs
- you are considered legally competent unless there has been a court decision of incompetence.

### TREATMENT RIGHTS

You have the right:

- to have prepared and kept current a complete record of your condition and treatment
- to privileged communications with those who examine or treat you: information you provide may not be disclosed unless you agree in writing or unless allowed by statute, rule or court decision
- to refuse a procedure that may produce convulsions or coma and to refuse surgery unless you or your guardian (or parent if you are less than 18 years old) give written consent

### PERSONAL RIGHTS

You have the right:

- you have the right to be treated with dignity and respect
- to be protected from abuse and not to be physically, sexually or otherwise abused, you may get help from a court
- to refuse to be fingerprinted or photographed by still, motion picture or video cameras, unless you or your guardian (or your parent if you are less than 18 years old) give written consent
- to report when any rights guaranteed by the Mental Health Code and other state or federal laws are violated
- to receive assistance through a rights advisor and an Office of Recipient Rights in protecting the rights guaranteed to you and in seeking action if your rights are violated

### HOW TO REPORT VIOLATIONS

If you think your rights have been violated, you (or someone on your behalf) may report this:

- to a rights advisor at Oakland Community Health Network or within the facility in person or by telephone
- by mail to a rights advisor or the Office of Recipient Rights

Forms on which to report violations are available at your agency and from Oakland Community Health Network. When your violation report is received, a rights advisor will respond in writing if an investigation is conducted within 90 days. If you are not satisfied with the action taken you may write directly to Oakland Community Health Network Rights Appeal Committee at the address listed below.

This procedure does not limit your right to seek other remedies available, including the legal system.

Oakland Community Health Network  
Office of Recipient Rights  
5505 Corporate Drive  
Troy, MI 48098  
Office: (248) 858-1202 FAX: 1-855-828-4988  
Toll Free: 1-877-RIGHTS-U

Vicki L. Suder, Director of Rights and Advocacy

## WHAT YOU CAN DO:

Talk to your program rights advisor. Maybe together you can find a simple solution to your complaint.

If that doesn't work, you can fill out a formal complaint. Your rights advisor has complaint forms.

After you give your complaint to your rights advisor, the complaint will be investigated. You will get a written answer to your complaint within 30 working days.

If you don't accept the written answer to your complaint, you have 15 working days to file an appeal to the regional rights consultant. Your rights advisor will provide you with appeal forms or you can send for one by writing to the address on the back of this brochure.

Within 30 working days, the regional rights consultant will give you a written answer to your appeal.

If you don't agree with the written answer to your appeal, you can file another appeal to the state rights coordinator.

## YOUR PROGRAM RIGHTS ADVISOR

Name

Joe Lilly

Phone

(248) 250-6620

For additional information or to obtain forms to initiate a complaint, contact your local Substance Abuse Coordinating Agency at:



LARA is an equal opportunity employer/program.

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know  
your  
**RIGHTS**

## YOUR RIGHTS

We are dedicated to providing you with quality services. We also believe that as someone who is receiving services from our program, you should know your rights. You should know how to make a complaint if you believe any of your rights have been violated.

### YOU HAVE THE RIGHT TO KNOW:

- How much our services cost, and how much you must pay
- When violation of program rules could lead to your discharge
- All about any drugs that are used in your treatment
- If you, or information about you, will be used in any research or experiments.

### YOU HAVE THE RIGHT TO:

- All civil rights guaranteed by state and federal law
- Suggest changes in our services
- Expect us to look into your complaints
- Help make up your own treatment plan
- Refuse our services and be told what will happen if you do
- Talk with your own doctor or lawyer
- Obtain a copy or summary of your client record unless the program director recommends otherwise

## YOU HAVE THE RIGHT TO EXPECT THAT PROGRAM STAFF WILL NOT:

- Abuse and neglect you
- Give out information about you without your permission
- Require you to be part of any research if you don't want to

### AND:

If you are in a hospital, halfway house, or other live-in setting, you have some additional rights.

All of these rights have some special limits. Check with your program rights advisor for further details. These additional rights include the right to:

- Know all the rules about having visitors
- Not be restrained – physically or by drugs, unless authorized by a physician
- Refuse to do work for us unless the work is part of your treatment plan
- Have space to put your personal belongings
- Keep your own money

If you want to know more about your rights, please read the recipient rights poster in the lobby or ask the program rights advisor for a more complete list of your rights.

## YOUR RESPONSIBILITIES:

- You are responsible for payment of your bill
- You are responsible for knowing if your insurance company will pay for part or all of your bill
- You are responsible for providing clear and accurate information about yourself
- You are responsible for following rules of our program
- You are responsible for being considerate of the rights of others who are recipients of services or our staff

## YOU AND YOUR RIGHTS ADVISOR

If you think your rights have been violated at our program, please talk to your rights advisor. This person is interested in listening to your complaint and helping you find a solution.

Your rights advisor's name and phone number are on the back of this brochure. Please contact your rights advisor if you believe your rights have been violated.