

Rights of Persons Served

To have reasonable access to treatment and to receive care based on individual characteristics, needs, abilities and preferences—without discrimination as to race, creed, color, religion, gender identification, sex, age, disability, national origin, sexual orientation, ability to pay or because those services would be made under Medicare, Medicaid, or CHIP (AR Kids).

To have treatment provided in settings and ways that enhances dignity, self-respect, individuality and preferences.

To be treated by properly licensed, competent and credentialed staff and to be informed of the name, professional status, and experience of staff providing care.

To accept or refuse medications, treatments, and/or services unless a court has ordered treatment, an emergency exists, or a legal guardian has the authority to make such decisions.

To be free from financial, physical, sexual and psychological abuse, exploitation, humiliation, harassment, physical punishment, coercion, reprisal, intimidation, and/or neglect.

To be given information about his or her condition, prospect for recovery, treatment and treatment choices and risks.

To receive information in an understandable manner relative to the results of evaluations, examination, treatment and services.

To actively participate in all aspects of planning and carrying out his or her individual treatment, including:

- A. Adequate and humane services regardless of the source of financial reimbursement or support.
- B. Services delivered within the least restrictive, appropriate environment possible.
- C. A written individualized treatment or care plan, and information about the reasons for proposed changes in treatment or care.
- D. Transition/discharge plans that provide for continuity of care.

To request a second opinion from a consultant at the individual's own expense, or to have an in-house review of treatment or care.

To be informed of privacy rights, client rights and agency rules and regulations concerning the conduct of persons served, including the use of crisis procedures, seclusion or restraint, special treatment interventions, and restrictions of rights.

To expect reasonable safety insofar as Arisa Health / PCA practices and treatment environments are concerned.

To be informed of procedures for making advanced directives and have any executed advance directive honored.

To have confidentiality of communications with staff and of written records and to give written informed consent to authorize the release of medical, treatment, and financial information to the extent permitted by law.

To be informed prior to the initiation of treatment of the estimated cost of services, sources of reimbursement and limitations that apply to the frequency and/or length of time services can be received and be given information about his or her bill and insurance coverage throughout the course of treatment.

To designate a surrogate decision maker if the person served is incapable of understanding a proposed treatment, or procedure or is unable to communicate his or her wishes regarding care.

To review his or her clinical record as allowed by law and Arisa Health / PCA policy.

To be given the opportunity to exercise cultural or spiritual beliefs which do not interfere with the well-being of others or the planned course of treatment, or which are not in conflict with the mission of Arisa Health / PCA.

To be referred elsewhere for care in accordance with COBRA regulations if applicable.

To be informed of the use of observation and audiovisual techniques and to give written consent for use of audiovisual equipment or any treatment procedure where consent is required by law. Counselors and clients are strictly prohibited, without written consent of the other, to record any treatment sessions.

To be informed of Arisa Health / PCA's grievance procedure and to voice complaints and suggest changes in service or staff without fear of discrimination or retaliation.

To consent or refuse to take part in research affecting his or her treatment or care.

To consent or refuse to take part in research affecting his or her treatment or care.