

Policies & Procedures

Section: Administrative Policies

Pages: 2

Subject: Consumer Rights

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CONSUMER RIGHTS

PURPOSE

As an organization committed to the highest ethical principles, Davis Behavioral Health has implemented a system of rights that nurtures and protects the personal liberty, dignity and respect of the clients we serve. DBH and its providers will comply with any applicable federal and state laws that pertain to client rights, as well as any rights that are specific to clients who have Medicaid. Further, DBH does not restrict services based on moral or religious grounds.

POLICY

Davis Behavioral Health will promote the personal rights and liberties of the clients who we serve. Clients will be oriented to these rights and to the procedures for reporting any perceived violations of these rights.

PROCEDURE

1. Each client of Davis Behavioral Health has the right to:
 - a. Be treated with respect and dignity
 - b. Have his/her privacy protected, including receiving a copy of the Notice of Privacy Practices
 - c. Get information on all treatment options presented in a manner that is understandable
 - d. Take part in treatment decisions regarding his/her mental health care, including the right to refuse treatment
 - e. Be free of restraint or seclusion if it is used to coerce (force), discipline, or is used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion.
 - f. Be free from potential harm or violence.
 - g. Get a copy of his/her medical record and if appropriate, ask that it be amended or corrected when allowed by federal law

- h. Be asked for written authorization before any interviews are audio or videotaped
 - i. Be free from abuse, neglect, mistreatment, exploitation, unusual or unnecessary consequences, and fraud
 - j. Safety and characteristics of the environment where services will be provided
 - k. Contact the office of licensing with any health or safety concerns. Email licensingconcerns@utah.gov or call 801-538-4242.
 - l. Get mental health care regardless of race, color, national origin, mental or physical disability, gender, religion or age in the admission, treatment or participation in programs, services and activities. If the client has questions or feel he/she has been treated unfairly or discriminated against for any reason, the client may contact the grievance officer at 801.773.7060.
 - Discuss any dissatisfaction with his/her therapist, the therapist's supervisor or the program supervisor. The client also has the right to file a consumer grievance with the grievance officer by calling 801.773.7060.
2. Clients who are enrolled in the Prepaid Mental Health Plan also have the right to:
 - a. Get information on the Prepaid Mental Health Plan
 - b. Get mental health services according to Davis Behavioral Health's access and quality standards
3. Davis Behavioral Health staff and subcontractors, when acting within the lawful scope of their practice, will not be prohibited from advising or advocating on behalf of a client for the following:
 - a. The client's mental health status, medical care, or treatment options including any alternative treatment that may be self-administered
 - b. Any information the client needs in order to decide among all relevant treatment options
 - c. The risks, benefits and consequences of treatment or non-treatment
 - d. The client's right to participate in decisions regarding his/her health care, including the right to refuse treatment and to express preferences about future treatment decisions
4. To ensure that Davis Behavioral Health staff and subcontractors take client rights into account when providing services, DBH will:
 - a. Provide annual training on enrollee rights to employees
 - b. Review the Consumer Rights Policy with each new subcontractor. The subcontractors indicate that by signing the contract they have read, understand, and will abide by DBH's Consumer Rights Policy.
5. Each client of Davis Behavioral Health is free to exercise his/her rights as described above and the client will not be adversely affected by DBH or its providers for exercising those rights. If a client feels their rights have been violated, they may contact the grievance officer.