

RED OAK COUNSELING, LTD.

CLIENT BILL OF RIGHTS AND GRIEVANCE PROCEDURES

When you receive any type of service for mental health or substance abuse you have the following rights under Wisconsin Statute sec. 51.61 (1) and HFS 94, Wisconsin Administrative Code:

Personal Rights

- You must be treated with respect and dignity, free from verbal, physical, emotional, or sexual abuse.
- Staff must make fair and reasonable decisions about your treatment and care.
- No one may treat you unfairly because of your race, national origin, sex, age, religion, disability, or sexual orientation.
- You may not be made to work for the clinic or clinic staff.
- You may use your own money as you choose.
- You may make your own decisions about personal things like getting married, voting, and writing a will.

Treatment and Related Rights

- You must be provided prompt and adequate treatment, rehabilitation, and education services appropriate for you.
- You must be allowed to participate in the planning of your treatment and care.
- You must be informed of your treatment and care, including alternatives and possible side effects of medications.
- No treatment or medication may be given to you without your consent unless it is needed in an emergency to prevent serious harm to you or others, or a court orders it.
- If you have a guardian, he or she can consent to treatment and medications on your behalf.
- You must not be given unnecessary or excessive medication.
- You cannot be subjected to electro-convulsive therapy or any drastic treatment measures such as psychosurgery or experimental research without your written informed consent.
- You must be informed in writing of costs of your care and treatment services.

Privacy Rights

Under Wisconsin Statute sec. 51.30 and HFS 92, Wisconsin Administrative Code:

- You cannot be filmed, taped, or photographed unless you agree to it.
- Your treatment information must be kept private (confidential) unless the law permits disclosure.
- Your records may not be released without your consent, unless the law specifically allows for it.
- You may ask to see your records. You must be shown any records about your physical health and/or medication. Staff may limit how much you may see of the rest of your treatment records while you are receiving services. You must be informed of the reasons for any such limits. You may challenge those reasons through the grievance process.
- After discharge, you may see your entire treatment record if you ask to do so.
- If you believe something in your record is wrong, you may challenge its accuracy. If staff will not change the part of your record you have challenged, you may file a grievance and/or put your own version in your record.

Right Of Access To Courts

- You may sue someone for damages or other court relief if they violate any of your rights.

Grievance Resolution Process

- If you feel that your rights have been violated, you may file a verbal or written grievance.
- You cannot be threatened or penalized in any way for filing a grievance.
- The service provider or facility must inform you of your rights and how to use the grievance process.
- You may, at the end of the grievance process, or at any time during it, choose to take the matter to court.

Other rights exist under Wisconsin Statute sec. 51.61 (1) and HFS 94, Wisconsin Administrative Code and may, under some circumstances, apply in a given situation.