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| At any time, you feel your rights have been violated you are welcome to file a grievance with the Client Rights officer.  You may request a Grievance Summary Form at any time.  There will be no retaliation or barrier to service if a client files a complaint or grievance.  For a full copy of the Client Rights or Client Grievance Policy please ask any staff member at SFH. | SMITH FAMILY HEALTHCARE 254 PINECREST DR  **\_\_\_**  BIDWELL, OH 45614  **\_\_\_**  Phone: 740-578-4824  **\_\_\_**  Fax: 740-578-4824  **\_\_\_**  CLIENT RIGHTS OFFICER:  Melinda Bishop | SMITH FAMILY HEALTHCARE  CLIENT RIGHTS |
|  |  | Phone: 740-578-4824 |
| 1. The right to be fully informed of all rights prior to consent for treatment and to request a written copy of these rights;  2. The right to receive information in language and terms appropriate for the person’s understanding;  3. The right to be fully informed of the cost of services;  4. The right to be treated with consideration and respect for personal dignity, autonomy, and privacy and within parameters of relevant sections of the Ohio Revised Code and Ohio Administrative Code;  5. The right to receive humane services;  6. The right to participate in any appropriate and available services that are consistent with the Individualized Service Plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person’s participation.  7. The right to reasonable assistance in the least restrictive setting;  8. The right to reasonable protection from physical, sexual and emotional abuse, inhumane treatment, assault or battery by any other person;  9. The right to a current ISP that addresses the needs and responsibilities of an individual that specifies the provision of appropriate and adequate services, as available, either directly or by referral;  10. The right to actively participate in the development, review and revision of one’s own individualized treatment plan and to receive a copy of it with the staff including services necessary upon discharge; | 11. The right to give full informed consent to any service, treatment or therapy including medication prior to commencement and to decline services including medication absent of an emergency.  12. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs or other audio and visual technology. This right does not prohibit an agency from using closed circuit monitoring to observe common areas, which does not include bathrooms;  13. The right to be informed and decline any unusual or hazardous treatment procedures;  14. The right to freedom from unnecessary or excessive medication and to be free from restraint or seclusion; Unless there is immediate risk of physical harm to self or others.  15. The right to reasonable privacy and freedom from excessive intrusion by visitors, guests and non-agency surveyors, contractors, construction crews or others;  16. The right to confidentiality unless a release or exchange of information is authorized and to request to restrict treatment information being shared;  17. The right to be informed of the circumstances under which an agency is authorized or intends to release or has released confidential information without written consent for the purposes of continuity of care as permitted by division (A) (7) of section 5122:31 of the Revised Code.  18. The right to file a grievance, and to have the grievance procedure explained orally and in writing, the right to file a grievance, with assistance if requested; and the right to have a grievance reviewed through a grievance process, including the right to appeal a decision; | 19. The right to receive services and participate in activities free of discrimination on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental disability, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.  20. The right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations;  21. The right to have the opportunity to consult with independent specialist or legal counsel, at one’s own expense;  22. No agency employee may be a person’s guardian or representative if the person is currently receiving services from said facility;  23. The right to have access to one’s own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client’s treatment plan. If access is restricted, the treatment plan shall also include a goal to remove the restriction and treatment being offered to remove the restriction.  24. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event; and to be provided a referral, unless the service is unavailable or not necessary.  25. The right to receive an explanation of the reasons for denial of services.  26. The right to be informed of one’s own condition |