

## WHAT YOU CAN DO:

Talk to your Program Rights Advisor. Maybe together you can find a simple, informal solution to your complaint.

If that doesn't work, you can file a formal complaint. Your Program Rights Advisor has complaint forms available for your use.

After you submit a formal complaint to your Program Rights Advisor, your complaint will be processed. Within 30 business days, you will receive a written report and recommendations to resolve your complaint.

If you are not satisfied with the findings and recommendations of the Program Rights Advisor, you have 15 business days to file an appeal with the Region 10 PIHP Recipient Rights Consultant. Your Program Rights Advisor will provide you with an appeal form.

Within 30 business days, you will receive a written report from the Region 10 PIHP Regional Rights Consultant.

If you are not satisfied with the findings and recommendations of the Region 10 PIHP Recipient Rights Consultant, you can file an appeal with:



LARA is an equal opportunity employer.

## YOUR PROGRAM RIGHTS ADVISOR:

### Telly Delor

**ST. CLAIR COUNTY  
COMMUNITY MENTAL HEALTH**

3111 Electric Avenue  
Port Huron, MI 48060

**(810) 985-8900**

For additional information about your rights while receiving substance use disorder services, please contact the Region 10 PIHP Regional Rights Consultant:

### Katherine Forbes

**(810) 966-7851**



**St. Clair County  
Community Mental Health**  
*Promoting Discovery & Recovery Opportunities  
for Healthy Minds & Bodies*

# KNOW YOUR RIGHTS

# SUBSTANCE USE DISORDER SERVICES PROGRAM

# YOUR RIGHTS

We are dedicated to providing you with quality services. To that end, we believe that as a person receiving substance use disorder services, you should know about your rights, and how to make a complaint if you believe any of your rights have been violated.

## YOU HAVE THE RIGHT TO:

- Receive information about the cost of your services, and how much you must pay for those services.
- Receive information about the benefits, side effects, and risks associated with medications used in your treatment.
- Receive services appropriate for your condition, and in accordance with state and federal laws.
- File a grievance, recommend changes to program policies and services, and file a recipient rights complaint.
- Obtain a copy or summary of your record unless the Program Director recommends otherwise.
- Participate in the development of your treatment plan.
- Refuse treatment, and be told what will happen if you refuse treatment.
- Know when a violation of program rules could lead to your discharge.

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

- Abuse or neglect you.
- Provide your confidential information to others without your consent.
- Require you to participate in any experimental or research procedures without your consent.

## If you receive substance use disorder services in a hospital or residential setting, you have the right to:

- Visit with others at reasonable times, and meet privately with your doctor and lawyer.
- Not be restrained— physically or with medications— unless authorized in writing by a medical professional.
- Refuse to do work for the hospital or residential setting, unless the work and rationale are included in program policy or included in your treatment plan.
- Have personal storage space for your clothing and other personal property.
- Deposit your money in an account in your own name, and spend your money as you choose, unless limited by program policy or included in your treatment plan.

## 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 to your service provider.
- You are responsible for following the program rules.
- You are responsible for being considerate of the rights of others.

## QUESTIONS?

If you want to know more about your rights, please review the Substance Use Disorder Services Recipient Rights poster located in the lobby or ask the Program Rights Advisor for a complete list of your rights.

If you think your rights have been violated at our program, please talk to the Program Rights Advisor. The Program Rights Advisor will listen to your concern and work to help find a solution to your complaint.

Your Program Rights Advisor's name and telephone number are listed on the back of this brochure.