



River City Counseling Group

River City Comprehensive Counseling Services • River City Integrative Counseling • River City Residential Services

Office:
2604 North Parham Rd
Richmond VA 23294
P: 804.230.0999
F: 804.230.0998

Mailing
PO Box 2549
Glen Allen, VA 23059

Client Information

Client Bill of Rights and Responsibilities - §150. Compliance with applicable laws, regulations and policies.

Every client receiving services from River City Comprehensive Counseling, Inc., River City Integrative Counseling, and/or River City Residential Services, LLC has inherent rights and responsibilities. These *Client Rights and Responsibilities* are discussed during the assessment/admission process, distributed to clients via this Program and Client Handbook and are posted in all our facilities. Additionally, our professionals receive annual training on various topics related to providing and protecting client's rights and responsibilities. Prior to the beginning of treatment services, you will read and are asked to sign the *Client Orientation Checklist*, which acknowledges your voluntary participation in River City programs and services, your understanding of these client rights and responsibilities, and other important aspects of your health care.

Client Rights

Professional Standards

- The right to quality care delivered by professionals who have met all pertinent requirements.
- The right to quality healthcare that is professional and courteous, which does not discriminate because of age, race, disability, national origin, religious beliefs, gender, sexual orientation, political affiliations or veteran status. You have a right to healthcare that is free from harassment of any kind.
- The right to safe care that is delivered in a facility that complies with safety standards. You have a right to know what measures are taken to assure your safety such as emergency preparedness drills, fire drills and inspections.

Treatment Participation

- The right to participate in the development and review of your treatment plan, including known effects of receiving or not receiving such treatment and alternative treatment as may be available.
- The right to receive care that is medically necessary.
- The right to refuse treatment against medical advice to the extent permitted by law. If you refuse the recommended treatment and/or leave any program or service against advice, neither River City, any employee of River City, nor our related contractors will be held responsible for any harm to you or others as a result of this action.
- The right to choose another provider at any time.



River City Counseling Group

River City Comprehensive Counseling Services • River City Integrative Counseling • River City Residential Services

Office:
2604 North Parham Rd
Richmond VA 23294
P: 804.230.0999
F: 804.230.0998

Mailing
PO Box 2549
Glen Allen, VA 23059

Least Restrictive Setting

- The right to receive treatment in the least restrictive setting that responds to your treatment needs.
- The right to have freedom from seclusion and restraints used for the management of behavior unless clinically required.

Confidentiality - §130. Confidentiality of records; §870. Written records management policy.

- The right to confidential maintenance of information about yourself and treatment received. We may not tell a person outside this agency that you attend our programs or discuss any information identifying you as a client within our services without your written authorization, unless compelled by law (including court orders, medical emergency, insurance inquiry or requests for subsequent authorization of services, suspected abuse or neglect, to report a crime, or a threat to harm someone, etc.).
- The right to have your records kept in a locked file in a locked room and/or maintained electronically in accordance with HIPAA regulations.

Access to Information and Records

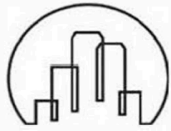
- The right to inspect your own record in the presence of your primary MHC or agency representative and, under most conditions, the right to have a copy of your own record at your expense.
- The right to access information in sufficient time to facilitate your decision-making.
- The right to ask your healthcare provider for current information in understandable terms regarding your diagnosis, treatment, and anticipated outcome.

Constitutional/Civil Rights

- The right to exercise constitutional, statutory, and civil rights, except those denied or limited by court action. No person shall, on the grounds of race, religion, ethnicity, color, national origin, ancestry, age, handicap, or sexual preference, be excluded from participation in, be denied the benefit of, or be otherwise subjected to discrimination under any program or activity of the River City in the provision of its services.

Protection from Abuse, Neglect, or Exploitation

- The right to humane care and protection from harm. Staff members are prohibited from any use of psychological abuse, including humiliating, threatening, and exploiting actions. All instances of abuse, neglect or exploitation should be reported to River City staff immediately.



River City Counseling Group

River City Comprehensive Counseling Services • River City Integrative Counseling • River City Residential Services

Office:
2604 North Parham Rd
Richmond VA 23294
P: 804.230.0999
F: 804.230.0998

Mailing
PO Box 2549
Glen Allen, VA 23059

Waivers

- The right to waive your rights. At no time will admission to services be conditional upon a person's waiver of their rights. However, you retain the option to waive any of your rights. Such a waiver must be given voluntarily, knowingly, and in writing and can be withdrawn at any time.

Informed Consent

- The right to have informed consent, refusal, or expression of choice regarding: 1) the delivery of services; 2) release of confidential information; 3) any concurrent services; or 4) the composition of your treatment team.
- The right to have your guardian, next of kin, or legally authorized responsible person be granted the right to exercise, to the extent permitted by law, your rights if you have been declared incompetent in accordance with the law; are found by your health care provider to be medically incapable of understanding the proposed treatment or procedure; are unable to communicate your wishes regarding treatment; or are a minor.

Legal Counsel

- The right to contact or consult with legal counsel of your choice at your own expense.

Consumer Advocate: Questions, Concerns, Complaints, or Grievances (see page 8 for explanation of these terms)

- The right to have your questions answered, to make complaints about services you receive, violations of these rights, and to have those complaints heard and addressed promptly.
- If you have a grievance or complaint, River City staff will contact you within 3 days to discuss the complaint and update you as to the status of the investigation.

Financial: Explanation of Treatment Fees and your Bill

- The right to information regarding fees for services and programs. This includes being notified of what services may be involved, additional charges, the nature of the charges and methods of payment.
- The right to information about your bill*. (*Medicaid does not allow providers to furnish a copy of the bill to the client.)
- The right to inquire about financial assistance in paying your bill.
- If a client meets the criteria for "failed services" (as set forth by DMAS and defined as the services not effectively treating or resolving the client's mental health and/or behavioral issues within a certain timeframe), they have the right to be referred to an appropriate or alternative level of service.



River City Counseling Group

River City Comprehensive Counseling Services • River City Integrative Counseling • River City Residential Services

Office:
2604 North Parham Rd
Richmond VA 23294
P: 804.230.0999
F: 804.230.0998

Mailing
PO Box 2549
Glen Allen, VA 23059

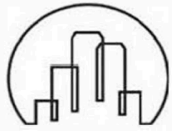
If you feel, at any time throughout your treatment, that your rights have been or may be violated, you may ask questions, file a complaint or discuss the matter with the Program Director, Chief Clinical Officer, CEO, or human rights program advocates listed in this handbook in the Grievance section. These individuals are program supervisors ethically committed to protecting your human rights and providing non-judgmental guidance / assistance in navigating the complaint resolution process. If you feel that you need additional, outside assistance concerning your rights, you may contact the Regional Advocate for Human Rights for Region 4: **Sharae Henderson – 804-524-7479.**

Client Responsibilities

- Provide accurate and complete information about your past illnesses, hospitalizations, medications, other matters relating to your health, and to answer any questions concerning these matters.
- Inform staff immediately if you are experiencing homicidal or suicidal ideations.
- Ask questions if you do not understand the explanation of your diagnosis, treatment, prognosis, or any instructions.
- Cooperate with health care staff by following instructions concerning medications, follow-up visits, education recommendations, other essential steps in your treatment plan, and to notify your health care provider if this plan cannot be followed or if problems develop.
- Inform your pharmacist when having prescriptions filled about prescription and over-the-counter medications you are currently taking.
- Inform River City or any of its professionals of the existence of any advance directive (including health care proxy, power of attorney, DNR, living will) you may have created.
- Conduct yourself in an appropriate manner. Rule violations or behaviors that interfere with the treatment process may lead to a limitation or termination of service. In some cases, the police may be called. Visitors and staff shall not: 1) carry or be under the influence of intoxicating beverages or illegal substances; 2) steal, attempt to steal, or deface property of River City; 3) assault or sexually harass anyone; 4) possess firearms or dangerous weapons; 5) threaten, intimidate, harass, coerce, or interfere with other people; 6) falsify information provided to River City; or 7) smoke inside any River City facilities. Services may also be limited or terminated if a client fails to keep their scheduled appointments.

Transportation

Medicaid will only reimburse for services provided as defined as clinically necessary in the client's ISP. To promote independent living skills and long-term community stabilization



River City Counseling Group

River City Comprehensive Counseling Services • River City Integrative Counseling • River City Residential Services

Office:
2604 North Parham Rd
Richmond VA 23294
P: 804.230.0999
F: 804.230.0998

Mailing
PO Box 2549
Glen Allen, VA 23059

after these time-limited services are no longer deemed clinically necessary, River City provides coordination of transportation assistance which may include connection to agencies licensed to provide transportation assistance (e.g., care vans) to medical appointments and activities required for the client to access/utilize public transportation. Ability to access transportation services is determined by your MHC and clinical treatment team. We do not unfortunately provide clients with bus tickets or any other form of financial assistance. River City is not a Non-Emergency Medical Transportation (NEMT) provider.

Freedom of Choice and Title VI of the Civil Rights Act of 1964 Statements

You may choose your mental health care provider in Virginia. You have the right to change mental health care providers at any time. You can also ask for a change for any reason. If you think you have a good reason, you can ask for additional changes. The change may or may not be granted depending on the circumstances.

River City complies with the Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C. §§ 2000d through 2000d-4a), which requires that no person be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance on the grounds of race, color, or national origin; as well as the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794), which states that no otherwise qualified client with a disability shall, solely by reason of her or his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. The Act requires reasonable accommodations for certain persons with disabilities.

River City agrees to hold information regarding recipients confidential. A provider shall disclose information in his/her possession only when the information is used in conjunction with a claim for health benefits or the data necessary for the functioning of the state agency.

By signing the corresponding *Freedom of Choice Statement below* and after carefully reading and having River City explain this document, you attest that neither you nor your dependents have been coerced, bribed, offered money or favors for requesting services and choose to participate in services offered by River City Comprehensive Counseling Services, Inc., River City Integrative Counseling, and/or River City Residential Services, LLC.