

**Beacon Comprehensive Behavioral Health Management
Policy and Procedure Manual**

Policy Name: Patient Rights and Responsibilities	Patient Rights and Responsibilities
Date: 11-97 Reviewed by QI Committee: 7-06, 7-07, 7-08, 7-09, 02-10, 07-10, 07-11 Revised by QI Committee: 12-03, 7-08, 7-09, 02-10, 07-11	Page: 1 of 2 Policy Number: RR-1

Purpose: Beacon Comprehensive Behavioral Health Management (Beacon CBHM) is committed to treating patients in a manner that respects their rights as well as recognizes their responsibilities.

Policy:

1.0 Rights – Patients have the right

- 1.1 To receive information about Beacon CBHM services and providers, clinical guidelines, UM and clinical necessity protocols, and members’ rights and responsibilities, including
 - 1.1.1 Informed consent information
 - 1.1.1.1 Provider’s qualifications and training
 - 1.1.1.2 Diagnosis
 - 1.1.1.3 Treatment plan
 - 1.1.1.4 Possible risks or side effects of recommended treatment
 - 1.1.1.5 Expected results with or without recommended treatment
 - 1.1.1.6 Alternative treatments
 - 1.1.1.7 Limits of confidentiality
 - 1.1.2 Answers to your questions
 - 1.1.3 Explanation of financial responsibility
 - 1.1.4 Instructions for filing complaints.
- 1.2 To be treated with dignity and respect, recognizing the need for privacy, including the confidentiality of your records.
- 1.3 To receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment.
- 1.4 To participate with providers in decision making regarding treatment planning.
- 1.5 To give or withhold your consent for treatment.
- 1.6 To appoint a designee to make medical decisions (e.g., Medical Power of Attorney and/or Advance Directive).
- 1.7 To voice complaints or appeals about Beacon CBHM or the care provided.
- 1.8 To have input into Beacon CBHM rights and responsibilities policies.

2.0 Responsibilities – Patients have the responsibility

- 2.1 To provide, to the extent possible, information that Beacon CBHM and its providers need in order to develop appropriate treatment plans.
- 2.2 To follow the plans and instructions for care agreed upon.
- 2.3 To participate, to the degree possible, in understanding behavioral healthcare problems and developing mutually agreed upon treatment goals.

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3.0 Notification of Rights and Responsibilities

- 3.1 Whenever patients are dissatisfied with a Beacon CBHM service, they are verbally advised of their right to file a complaint. *Reference RR-3 "Complaints."*
- 3.2 CHIPA providers verbally advise patients regarding their Rights and Responsibilities during their initial contact, either telephonically or at their first appointment. CHIPA recommends a standard Patient Rights form, which can be signed by patient, acknowledging s/he has been advised of his/her Rights. Providers may also post a Patient Rights and Responsibilities poster in their office.
- 3.3 CBHM monitors documentation of Patient Rights notification through ongoing audits of internal staff and treatment record audits of providers. *Reference QI-6 "Audits."*