

## **BLUE VALLEY BEHAVIORAL HEALTH CLIENTS RIGHTS AND RESPONSIBILITIES**

### **While a client at Blue Valley Behavioral Health, you have rights and responsibilities:**

You have the right to:

- Reasonable access to treatment services regardless of race, religion, gender, ethnicity, sexual orientation, age, disability, or economic status. No one will be denied service because of inadequate financial resources. However, services may be rescheduled if you attend a session chemically impaired.
- Have your cultural, psycho social, spiritual, and personal values, beliefs, and preferences respected.
- Be treated with personal dignity and respect.
- Actively participate in the development and implementation of your individualized treatment.
- Obtain complete information from your provider about your mental health status, diagnosis, treatment options and prognosis in terms you can understand in order to make informed decisions.
- Be informed, prior to or at the time of admission and/ or during treatment, of charges for services.
- Know the name and specialty of the provider primarily responsible for your care and to receive services from staff that adhere to Professional Standards and Ethics.
- Be free from all forms of abuse, neglect or harassment. You and/or your personal property will not be exploited, including financially.
- Be free from seclusion, physical punishment and/or restraints of any form.
- Access protective and advocacy services.
- Choose or to refuse treatment offered, to the extent permitted by law.
- A second- opinion at your own expense or an in house review of your treatment.
- Terminate services, and to receive notice before BVBH terminates or suspends your services, and to be informed of the appeal process.
- Confidential treatment. Occasionally, client information is reviewed for internal audit, accreditation, or regulatory purposes. Releasing information without your consent or guardians consent will occur only as required by law or in the event of a court order. Interviews can be audio taped or videotaped only with your written permission.
- Reasonable privacy during treatment.
- Access, request amendment to, and receive an accounting of disclosure regarding your clinical record in accordance with the law.
- Expect that reasonable efforts will be made to accommodate your special needs (e.g. hearing impaired, language differences, literacy, etc.) which may provide barriers to access and utilization of services.
- Examine the result of the most recent survey of the facility conducted by a representative of DHHS
- Voice complaints and file grievances without discrimination or reprisal and to have those complaints and grievances addressed. You will be informed of the procedures during your orientation.
- Obtain information on Psychiatric Advanced Directives by contacting Disability Rights Nebraska at 402-474-3183 or 800-422-6691.

### **As a client, you are responsible to Blue Valley Behavioral Health, its staff and providers for:**

You are responsible for:

- Providing, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your behavioral and physical health.
- Reporting perceived risks in your care or unexpected changes in your condition.
- Carefully reading and understanding any papers you may be asked to sign in relation to your treatment.
- Following the treatment plan developed with your health care provider unless you choose to decline treatment.
- Accepting responsibility for the outcome if you refuse treatment or do not follow the providers' instructions and proposed course of treatment.
- Asking staff if you do not clearly understand your planned treatment, diagnosis, expected outcome or what is expected of you.
- Following through on the treatment plan, you and your provider make together, including returning for follow-up appointments.
- Keep scheduled appointments or cancel appointments 24 hours prior to the scheduled time.
- Repeated violations of this policy may result in limited access to appointments or termination of services.

- Abide by BVBH rules and regulations affecting client care and conduct and be considerate of the rights of other clients and personnel. This includes not using any tobacco or vaping products in BVBH facilities, other than in designated outdoor areas.
- Treating other clients and BVBH staff with dignity and respect. Abusive language or threatening behavior will not be tolerated and may result in termination of services.
- Keeping your personal belongings in a safe place; BVBH is not responsible for replacing lost or broken items.
- Honoring your financial contract by paying for the services you receive at the agreed-upon times and/or terms. You are also responsible for providing BVBH with all information necessary for billing your health insurance or other third party insurance. If this information is not provided, you will be billed Blue Valley Behavioral Health's standard full fee rates.
- Verifying your insurance benefits and the respective coverage that is available with your health insurance company (including in and out of network benefits/providers). This is the client's responsibility.
- Communicating with your provider or any Blue Valley Behavioral Health staff member if you have concerns or suggestions about the care you receive here, so we can work together to provide you with the best possible service in the future.

## **AGENCY POLICY**

**OUR MISSION:** To provide quality behavioral health services to people of all ages within our communities, that promotes healthy and productive lives.

**OFFICE HOURS:** Our offices are generally open Monday through Friday, 8:00 a.m. to 5:00 p.m. Some of our locations offer evening hours once a week. Please check with the receptionist for further information on specific days and hours or visit our website at [bvbh.net](http://bvbh.net). You can reach your therapist during normal clinical hours. In case of an emergency during evening or weekend hours, call our crisis line at 1-877-409-6600 to contact our on call staff.

**PHONE CALLS:** Our office staff can answer some of your calls. We realize that all questions/concerns are important. However, due to the high volume of phone calls received each day, calls indicating an urgent medical necessity will be given priority. Therefore, we are not always able to return all phone calls the same day, but we will do our best to return each call in a timely manner.

**CANCELLATIONS/MISSED APPOINTMENTS:** We understand that it may be necessary at times to cancel an appointment. To help us assist others who may use this time, we ask that any changes or cancellations be made at least 24 hours in advance. Repeated no shows or cancellations will result in limited access to appointments.

Medicaid/Heritage Health clients: Completion of the Diagnostic Interview (DI), which is part of the Assessment, is required. If the DI appointment is cancelled or rescheduled, future treatment may be delayed until the DI is completed. Please ask your counselor for more information.

Medication Management clients: Please be aware if you cancel or miss an appointment with your Medication Management Provider, your prescriptions will not be refilled. To assure quality of care, our providers need to see you to evaluate the effectiveness of your medications

**PRESCRIPTIONS AND RENEWALS:** Prescriptions and renewals should be requested during regular office hours when your medical record is available. When requesting a refill contact your pharmacy and they will contact us directly. Try to call several days before your prescription runs out, as we are not always able to get the approval the same day we receive the request. This depends on the availability of each med provider and the number of requests each day.

Your behavioral health is our primary concern. We understand your position as a client and will do everything possible to serve your best interest with every courtesy.