

6.2 Patient Rights

Relevant regulatory standards: 105 CMR 164.079 Clients' Rights; CARF Section 1K Rights of Persons Served.

Policy

Casa Esperanza, Inc.'s patient-centered model of care emphasizes respectful, collaborative relationships that empower patients to build skills and make change. Recognizing and respecting patient rights, and educating patients about their rights is central to this approach. All Casa Esperanza staff will know and understand the rights of patients and work to ensure those rights are respected.

Procedures

All patients who are admitted into the program will be given a copy of these patient rights in their Patient Manual, and patient's primary worker will review these rights with them before they begin services or as they begin services. A copy of these rights will be easily available to patients throughout their care, and the patient's primary worker will also review these rights with them annually.

1. You have the right to be treated with courtesy, respect and dignity
2. You have the right to receive services in an environment that is free from harassment or discrimination based on race, ethnicity, creed, national origin, religion, sex, sexual orientation, age, disability, or illness.
3. You have the right to be free from physical and psychological abuse, financial or other exploitation, retaliation, humiliation, or neglect.
4. You have the right to ask questions and be an active participant in the planning of the services you will receive.
5. You have the right to access self-help and advocacy support services.
6. You have the right to refuse serving as a research subject and the right to refuse to be examined, observed, or treated when the primary purpose is educational or informational rather than therapeutic.
7. You have the right to confidentiality regarding your participation in this program and your treatment information.
8. You have the right to privacy while you are here. If, for some reason, outside visitors will be touring the facility, you will be notified in advance. These tours will be conducted in such a way as to cause minimal interruptions in your usual activities.
9. You have the right to see your patient records in the presence of a program staff member or to request a copy of your patient record at any time.
10. You have the right to challenge information in your patient records by inserting a statement signed by you and your clinician.
11. You have the right to be free from strip searches and body cavity searches.
12. You have the right to control over your physical appearance.
13. You have the right to end your treatment at any time.

14. You have the right to understand and know in advance any fees we will charge you for services.
15. You have the right to receive another copy of our grievance procedures and forms if you ask for them.
16. You have the right to contact the Bureau of Substance Abuse Services of the Commonwealth of Massachusetts, which licenses this facility, to discuss any questions or concerns you may have.
17. You have the right to have a hearing of any grievance.
18. You have the right to participate, or not, in religious worship of your own choosing.
19. You have the right to have regular physical exercise.
20. You have the right to send and receive sealed letters. However, we reserve the right to ask you to open packages in the presence of staff, if there is a safety concern.
21. You have the right to regular and private use of a pay telephone, in accordance with the Telephone Use policy.
22. You have the right to receive visitors at reasonable times, in accordance with our Visitors Guidelines.
23. You have the right to request and receive interpreter services, including American Sign Language interpretation (see Interpreter Services).
24. You have the right to access legal entities for appropriate representation, as needed.