



*PsycHealth, Ltd.*

### **MEMBER'S RIGHTS AND RESPONSIBILITIES**

PsycHealth, Ltd., as an organization, is committed to treating members in a manner that respects their dignity, worth, human rights, issues of confidentiality and right to privacy. In the event that a member is a minor, or an adult unable to exercise rational judgement, this commitment is extended to the member's family members or guardians. Additionally, PsycHealth, Ltd. also recognizes that a member has certain responsibilities in order to develop a mutually respectful environment within which effective treatment can occur.

- Members have the right to receive information about the available services, practitioners, and the accepted clinical guidelines.
- Members have the right to participate with practitioners in decision making regarding their treatment plan.
- Members have the right to a candid discussion of appropriate and medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
- Members have the right to voice a complaint about PsycHealth, Ltd. services.
- Members have the right to a formal request for review or appeal of organizational determinations made regarding services.
- Members have the responsibility to provide, to the extent possible, information needed in order to care for them.
- Members have a responsibility to participate, to the extent possible, in understanding their problems and developing mutually agreed upon treatment goals.
- Members have the responsibility to follow the treatment plans and instructions they have agreed upon with their practitioners.
- Members have the right to make recommendations regarding their rights and responsibilities.