



*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 their benefit, 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 in plain language and as sensitive of cultural or special needs, of appropriate and medically necessary treatment options or alternatives for their conditions, regardless of cost or benefit coverage.
- Members have the right to be treated in the least restrictive setting.
- Members have the right to voice complaints or appeals about the care provided.
- 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.
- Members have the right to confidentiality as provided by law or regulation.



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