

Patients' Rights and Responsibilities

At 2nd Chance, we strive to provide excellent care to patients. This includes protecting their rights, privacy, and confidentiality. During intake assessment, the patient will be informed about the rights and responsibilities granted to them. 2nd Chance will explain the rights they have while being responsive to the person's age, developmental level, education level, gender, culture, orientation, and spiritual beliefs.

Patient Rights and Responsibilities

The goal of the Patient Bill of Rights at 2nd Chance is to inform the patient and their families of their rights and responsibilities. By recognizing and respecting the rights of each person and by conducting business in an ethical manner, we believe we can improve care, treatment, services, and outcomes.

The following serves as a basic overview regarding the rights and responsibilities of patients while obtaining services at 2nd Chance.

Patients have the following rights:

- Patient has the right to confidentiality of information and records in accordance with federal and state law and regulations.
- Patient has the right to privacy in treatment.
- Patient has the right to be free from abuse, financial or other exploitation, retaliation, humiliation, and neglect.
- Patient has the right to access information in a sufficient time to facilitate their decision making i.e., information regarding health status, treatment, diagnosis, and outcomes.
- Patient has the right to review and receive a copy of their medical record. The first record will be issued free of charge, after that there will be a small fee due to administrative costs.
- Patient has the right to informed consent, refusal, or expression of choice regarding delivery of services, to whom release of information will be granted, to receive concurrent services, to have input in the composition of the behavioral health team that provides services to patient, and involvement in research projects, if applicable.
- Patient has the right to be referred to or have access to legal entities for appropriate representation, self-help support groups such as NA or AA groups (but not limited to), and/or advocacy groups.
- Patient has the right not to participate in research or experiments without first giving their consent or the consent of a legally authorized agent acting on the patient's behalf. Research or experiments involving patients shall be reviewed and approved by 2nd Chance's administration prior to being implemented.
- Patient has the right to file a grievance regarding their services/treatment without any retaliation. 2nd Chance will provide an impartial review, investigation and resolution to alleged infringement of patient's rights or any violation of patient's rights i.e., HIPAA.
- Patient has the right to not be denied admission or services because of race, gender, sexual preference, creed, marital status, national origin, disability, or age.
- Patient has the right to have the opportunity to provide feedback, recommendation, or opinion regarding services they receive at 2nd Chance.
- Patient has the right to have input into his plan of care, to be informed of plans content and to have the treatment plan explained orally and provided in writing.
- Patient has the right to receive prompt evaluation, care, and treatment.
- Patient has the right to be treated with consideration, respect, and personal dignity in a clean, and safe setting.
- Patient has the right to access and amend their records when information is thought to be inaccurate or incomplete.
- Patient has the right to receive individualized treatment.
- Patient has the right to request a written statement of the charge for a service and to be informed of the policy for the assessment and payment of fees.
- Patient has the right to be informed of the rules of conduct, including the consequences for the use of alcohol and other drugs or other infractions that may result in disciplinary action.
- Request a hearing, if the client is involuntarily discharged, so long as the hearing is requested within forty-eight (48) hours of receipt of written notice of discharge;
 - a. Continued treatment pending the outcome of the hearing; and
 - b. Representation at the hearing by an attorney or other person chosen by the client.
- If a client is restricted from exercising a client right because it is contraindicated by the client's physical or mental condition, there shall be documentation in the client record stating the reason for the restriction and the explanation given to the client.

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Patients have the responsibility to:

- Give correct and complete information
- Respect another patient's privacy
- Arrange and attend all scheduled appointments
- **Inform 2nd Chance if they are on other medications and to inform other service providers, they are taking Buprenorphine**
- Ask questions regarding their plan of care
- Adhere to required treatment plan
- Notify 2nd Chance of any changes in insurance
- Adhere to policies outlined in Patient Handbook provided by 2nd Chance