

## **North Range Behavioral Health strives to maintain a mutually-respectful relationship with all customers.**

### **As a customer, you have the right to...**

- Be treated with respect and dignity.
- Receive services which are suited to individual needs in the least restrictive setting, in keeping with available resources.
- At your request and at your expense, to get a second opinion. (Medicaid clients may get a second opinion at no cost to themselves.)
- Have a Service Plan established for your treatment, with your participation.
- Have your Service Plan reviewed every six months by the professional clinical staff assigned to supervise and implement your Service Plan.
- Have the professional person in charge of your treatment explain the procedures and medications that will be used, including the benefits, risks, and side effects; and to be given information regarding alternative treatment procedures that are available.
- Refuse the services offered to you, unless an emergency exists or a court order is in effect.
- Have your treatment and medical records kept confidential, except when release of such information is authorized by law.
- See your records or have them shown to any person that you designate in writing according to Colorado law. You may be denied access to your records in limited circumstances. If you are denied access to your records, you have the right to know why and the right to appeal this decision.
- Complain or grieve about the services you are receiving or about a rights violation. No retaliation can be made against you for complaining.
- Receive assistance from the Customer Advocate or an independent advocate in making a complaint and to receive a copy of the procedure.
- Understand the risks and benefits of experimental programs or research and to refuse to participate in such programs.
- Be given the names and professional status of the staff members responsible for your care.
- Have these rights explained to you in the language you understand best.
- Any other right guaranteed by statute or regulation.