

PATIENT RIGHTS

1. All persons receiving services from Oklahoma Treatment Services shall retain all rights, benefits, and privileges guaranteed by federal, state, and local law, except those specifically lost through the due process of law.
2. Patients have the right to adequate and humane care; to be treated with courtesy, dignity, and respect, and are at all times entitled to respect for their individuality, and the recognition that their strengths, abilities, needs, and preferences are not determinable on the basis of a mental health or substance abuse diagnosis.
3. Patients have the right to be notified of all rights accorded them as recipients of services at time of admission or intake, and in terms that s/he understands.
4. Patients have the right to be treated in the least restrictive environment to meet their needs. Use of physical restraint will be limited to emergency situations where there is a reasonable expectation that the situation would result in serious injury or death to the person served or other persons in the environment. No intrusive procedures shall be utilized.
5. Patients have the right to receive services conducted in a manner reflecting quality professional and ethical standards of practice, and shall be apprised of the organization's code of ethics and conduct.
6. Patients have the right to receive services suited to their condition in a safe, sanitary, and humane treatment environment regardless of race, religion, gender, ethnicity, national origin, color, sex, age (with the exception of minors), degree of physical or mental disability, handicapping condition, domestic/marital status, veteran's status, political affiliation or opinion, sexual orientation, or sources of payment.
7. Patients have the right to be treated in an environment free from physical abuse, sexual abuse, neglect and financial or other exploitation, physical punishment, or psychological abuse by threatening, intimidating, harassing, retaliating, or humiliating actions on the part of staff or other Patients.
8. Patients have the right to be fully informed of the services to be provided, concurrent services, the composition of the treatment team, the right to consent to services, and the right to refuse services (with the exception of legally mandated services) without fear of retribution or loss of rights. Patients should be provided with evidence-based information about alternative treatments, medications, and modalities.
9. Patients have the right to privacy during facility visits. Individuals and/or group visits are permitted only when the purpose of the visitation is education or professional in nature. Planning for outside visitors shall provide for limited interruption of routine, therapeutic or rehabilitative programs, and related activities of the Patients. Patients will be given notice of such visitation.
10. Patients have the right to confidentiality. Information may not be released without the Patient's written permission, except as the law permits or requires.
11. Patients, or their legal guardians, have the right to review the record of the person served at any reasonable time upon request, including prior to an authorized release, and shall be afforded the assistance of an appropriate clinical employee in cases where a reasonable concern exists of a possible harmful effect to the person served through the misinterpretation of information in the record. Information needed by the Patient shall be released in sufficiently timely to facilitate decision-making.
12. Patients, along with family or significant other(s), when appropriate, have the right to participate in their treatment and treatment planning. Patients have a right to a full and complete explanation of the nature of treatment and any known or potential risks involved therein.
13. Patients shall be provided with prompt, competent, and appropriate treatment, and a written, individualized treatment plan and treatment based on the plan, periodic review and reassessment of needs, and appropriate revisions of the plan including a description of service that may be needed following discharge from services. Patients shall participate in their treatment programs and may

consent or refuse to consent to the proposed treatment. The right to consent or refuse consent may be abridged if patients are adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law. If patients permit, family shall be involved in treatment and discharge planning.

14. Patients have the right to access or referral to professional and legal consultation and/or representation regarding their treatment, self-help support services, and advocacy support services.
15. Legally competent Patients have the right to refuse treatment, except in emergencies or other circumstances required by law. Patients shall not be denied treatment, services, or referral as a form of reprisal, excepting that no individual provider shall be obligated to administer treatment or use methods contrary to his or her clinical judgment.
16. Patients shall have access to written information about fees for services and their rights regarding fees for services.
17. Patients have the right to an explanation if services are refused to them for any reason including admission ineligibility or continued care ineligibility, and have the right to appeal such decisions.
18. Patients have the right to informal complaint and/or formal grievance of practices or decisions that impact their treatment or status without fear or concern for reprisal by the organization or its staff, and have the right to have this process clearly communicated to them upon entry to services and throughout participation in services.
19. Patients shall not be required to participate in any research project or medical experiment without your informed consent as defined by law. Patients' refusal to participate shall not affect the services available to them.
20. Patients have the right to request the opinion of an outside medical or psychiatric consultant at their own expense or a right to an internal consultation upon request at no expense.
21. Patients have the right to assert grievances with respect to any alleged infringement of these patient rights, or any other subsequently statutorily granted rights and an investigation and resolution of alleged infringement of rights. Patients have the right to:
 - Be informed of appeal procedures.
 - Initiate appeals.
 - Have access to grievance procedures posted in conspicuous places.
 - Receive a decision in writing.
 - Appeal to unbiased sources.
 - **Contact the ODMHSAS Patient Advocate at (405)521-4256. A statewide toll free number for this office is (866) 699 - 6605. Patients may also contact our accrediting body, C.A.R.F., at (520) 325 - 1044.**

The full Mental Health and Drug or Alcohol Services Bill of Rights, OAC 450:15-3-6 through 450:15-3-25 is available upon your request.