



**HAMILTON CENTER, INC.**  
**CONSUMER RIGHTS**  
**OP.09.01.00.01 Rev 9.25.17**

**Persons admitted to a health care facility/Hamilton Center, Inc. are entitled to specific rights in regard to the administration of their care and treatment. Hamilton Center, Inc. acknowledges that each patient is entitled to:**

1. Be free from discrimination regardless of age, race, ethnicity, culture, religion, sex, gender, sexual orientation, gender identity expression, socioeconomic status and/or physical or mental disability.
2. Considerate and respectful care in a safe setting (free from abuse, neglect, financial, or other exploitation, and retaliation and/or humiliation from HCI staff);
3. Full knowledge of his/her condition, treatment, procedures, prognosis, and continued care, to participate in the development and implementation of his/her plan of care;
4. Confidentiality of treatment, records, and personal health information as outlined in Federal and State regulations;
5. Examination of the client record;
6. Examination and explanation of treatment fees;
7. Appropriate observance of own religion;
8. Non-sectarian activity;
9. Give informed consent to be photographed, audio or video taped, or to become involved in any research activity;
10. Respect for personal privacy; personal privacy shall be assured and protected within the constraints of the individual treatment plan;
11. The provision of an adequate number of competent and qualified professional clinical staff to provide services in accordance with standards of professional practice appropriate to each client's needs and designed to afford each client a reasonable opportunity to improve his/her condition;
12. The right to know who is providing the services they receive and any proposed change in the professional staff responsible for the client or for any transfer of the client;
13. The right to contact and consult with legal counsel, private practitioners, or any other consultant of the patient's choice at his/her own expense;
14. The right to make informed decisions regarding care;
15. Be informed of his/her rights in a language s/he understands;
16. Be informed of risks, side effects, and benefits of all medications and treatment procedures used, especially those that are unusual or experimental;
17. The right, to the extent permitted by law, to refuse specific medications or treatment procedures;
18. Know it is the responsibility of the facility when the client refuses treatment, to seek appropriate legal alternative or orders of involuntary treatment, or, in accordance with profession standards, to terminate the relationship with the client upon reasonable notice; and,
19. The rules and regulations of the facility applicable to his/her conduct.

20. Other rights as a citizen such as voting, entering contractual agreements, (except for those rights that have been denied or limited by an adjudication or finding of mental incompetency in a guardianship or other civil proceeding;

**Additionally, persons receiving services in a residential setting have the following conditional rights:**

1. Reasonable means of communication with persons outside of the residential setting including:
  - Visitation at reasonable times;
  - Correspondence with others including sending and receiving mail without hindrance;
  - Access to a reasonable amount of writing material and postage; and
  - Private telephone conversations with family and friends, and placing and receiving telephone calls at the consumer's own expense.
2. Reasonable use of own personal possessions including wearing own clothes;
3. Keeping and spending a reasonable amount of individual's own money;
4. Having access to individual storage space for private use.

**In agreement with Indiana Code 12-26-2, Hamilton Center, Inc. acknowledges the additional rights of each person admitted on an involuntary status, which includes:**

1. The right to receive adequate notice of hearing, stating time, place, and date of hearing;
2. To be present at the hearing and testify;
3. The right to be represented by legal counsel; and
4. The right to a change of judge.

**Persons receiving alcohol and drug treatment services have specific rights. The confidentiality of alcohol and drug abuse records as described in Code of Federal Regulations (42 CFR 2.22) maintained by HCI is protected by this federal law and the corresponding regulations. HCI programs and services generally may not disclose that client attends the program, nor disclose any information identifying a client as an alcohol or drug abuser unless:**

1. The client consents in writing;
2. The disclosure is allowed by a court order; or
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.
4. Violation of this Federal law and regulations is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.
5. Federal law and regulations do not protect any information about a crime committed by a client either at the program or against any person who works for the program or about any threat to commit such a crime.
6. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.

**CONSUMER FEEDBACK**

Hamilton Center, Inc. strives to provide courteous service of high quality for all consumers. If you have compliments, questions or concerns about services, safety or the quality of services you have received, you are encouraged to contact your physician or therapist, or the program supervisor or other agencies as listed below. Quality of service demands that these responses from consumers be given careful attention.

In no event will a consumer be subject to negative action due to the initiation of a formal or informal complaint.

Consumers may contact the appropriate State Agency:

Division of Mental Health and Addictions Consumer Service Line at 1-800-901-1133 or if deaf, hearing or speech impaired 711

Indiana Disability Rights Line 1-800-622-4845/800-622-4845 or TTY 1-800-838-1131

Division of Disability and Rehabilitative Services Bureau of Developmental Disabilities Services at 1-765-653-7152 or 1-877-218-3096

Family and Social Services Administration Medicaid Waiver Ombudsman at 1-800-545-7763

The Joint Commission at 1- 800-994-6610 or [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

*Children and Families served by the Infant and Toddler Services program may contact the program supervisor.*