

**HAMILTON CENTER INC.**

**GRIEVANCE PROCEDURES**

**CONSUMER GUIDE**

Any person who has received services and wishes to submit a critique, complaint, comment or complement about services is encouraged to do so without the fear of retaliation. Careful attention will be given to these responses from recipients and used to improve the quality of service provided by HCI. Consumer complaints are handled according to the HCI policy on Consumer Complaints. Recipient dissatisfaction is documented for review and follow-up. Recipients desiring further discussion of any complaint or grievance are directed to an appropriate staff member. This dialogue continues until the recipient is satisfied to the fullest extent possible.

**Consumer Complaints**

To provide a process for prompt resolution of grievances concerning your care, treatment, services or privacy while receiving services at Hamilton Center, Inc. (HCI), Hamilton Center has a grievance process.

HCI has grievance process in order for the consumer, parent/guardian, health care representative or authorized representative to voice concerns, complaints, grievances and/or misunderstandings.

If you have a concern with your care, treatment, service, or privacy at the Hamilton Center Inc., please reach out to the Program Manager.

If your concern is not resolved by the Program Manager, please contact the Hamilton Center Inc. Quality and Compliance Department at 812.231.8229

**Hamilton Center Inc. Consumer Rights**

**HAMILTON CENTER INC.**

**CONSUMER RIGHTS**

**OP.09.01.00.01 Rev 11.13.2023**

**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:**

Be free from discrimination regardless of age, race, color, national origin, ethnicity, culture, religion, sex, gender, sexual orientation, gender identity expression, socioeconomic status and/or physical or mental disability.

Considerate and respectful care in a safe setting (free from abuse, neglect, financial, or other exploitation, and retaliation and/or humiliation from HCI staff);

Full knowledge of their condition, treatment, procedures, prognosis, and continued care, to participate in the development and implementation of their plan of care;

Confidentiality of treatment, records, and personal health information as outlined in Federal and State regulations;

* Examination of the client record;
* Examination and explanation of treatment fees;
* Appropriate observance of own religion;
* Non-sectarian activity;
* Give informed consent to be photographed, audio or video taped, or to become involved in any research activity;

Respect for personal privacy; personal privacy shall be assured and protected within the constraints of the individual person centered treatment plan;

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 thier condition;

The right to know who is providing the services they receive and any proposed change in the professional staff responsible for the consumer or for any transfer of the consumer;

The right to understand how to transfer providers when ethically sound.

Hamilton Center, Inc. (HCI) will make reasonable efforts to accommodate a consumer’s

preference for a clinical provider or request for a change in assigned clinician. Such requests

will be evaluated and accommodated, if possible, in the absence of specific constraints,

including the consumer’s benefit plan, geographical accessibility, agency resources, and

treatment efficacy.

The right to person-centered and family-centered care that is responsive to the person receiving services and includes care which recognizes and respects the individual's cultural and other needs.

Each client shall have the right to participate in the development and implementation of his/her individualized treatment plan, which shall include the following:

a. the provision of adequate and humane service, regardless of the

source(s) of financial support;

b. the provision of services within the least restrictive environment possible;

c. the provision of services outlined in the individual treatment plan;

d. the periodic review of the treatment plan;

e. the active participation with his/her responsible parent(s), relatives, or

guardians in planning for treatment; and

f. the provision of an adequate number of competent, qualified, and

experienced professional clinical staff to supervise and implement the

treatment plan

The right to contact and consult with legal counsel, private practitioners, or any other consultant of the patient’s choice at their own expense;

The right to make informed decisions regarding care;

Be informed of their rights in a language they understand;

Be informed of risks, side effects, and benefits of all medications and treatment procedures used, especially those that are unusual or experimental;

The right, to the extent permitted by law, to refuse specific medications or treatment procedures;

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,

The rules and regulations of the facility applicable to thier conduct.

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:**

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.
* Reasonable use of own personal possessions including wearing own clothes;
* Keeping and spending a reasonable amount of individual’s own money;
* 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:**

The right to receive adequate notice of hearing, stating time, place, and date of hearing;

To be present at the hearing and testify;

The right to be represented by legal counsel; and

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:**

The client consents in writing;

The disclosure is allowed by a court order; or

The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of this Federal law and regulations is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.

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.

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

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