

Purpose

Patients are encouraged to read this document to understand their rights at HEARTLAND HEALTH SERVICES (hereafter HHS). If you have any concerns about your rights, please ask any staff member to contact an HHS Manager or Director for assistance.

Civil Rights

1. Patients have the right to considerate and respectful treatment in an environment free from harm.
2. Patients seeking services shall not be denied, suspended or terminated from services or have services reduced for exercising any of their rights.

Discrimination

1. Patients have the right to receive services regardless of age, sex, race, creed, color, religion, ethnic origin, ancestry, marital status, physical or mental disability, health condition, sexual orientation, gender identity, veteran status or criminal record.
2. Patients may receive services without regard to one's ability to pay; if you are unable to pay the full fee for services, a sliding fee scale is available to you. You may examine and receive an explanation of your bill of services.
3. No recipient of services is presumed legally incompetent except as determined by a court. Patients have the right to present any complaint or grievance on matters pertaining to services received, or any perceived or actual violation of rights.

Treatment

1. A recipient of services shall be provided with adequate and humane care and in the least restrictive environment, pursuant to an individualized service plan. Patients have the right to agree to an advanced directive, such as a health care proxy, which tells Heartland Health Services how the patient wants to be treated and whom they want to make decisions on their behalf if they cannot speak for themselves. When appropriate, the recipient's nearest kin or guardian shall be involved in the treatment/service plan.
2. Patients have the right to know of the variety of services that may be available, including emergency services, to choose their health care provider, and to participate in the planning of treatment.
3. Patients may refuse treatment at any time, and patients have the right to be informed of the consequences resulting from the refusal of treatment.
4. Seclusion will not be used as a means of intervention for any recipient services.

Confidentiality

1. Patients will receive confidential treatment; all clinical records and client information are protected by law, regulations and health center policies. For the purposes of funding, certification, licensure, audit, research or other legitimate purposes, your clinical record may be used by the person conducting the review to the extent that is necessary to accomplish the purpose of the review.
2. Patient information released to or requested from other sources requires your written consent.
3. Patient records can be subpoenaed by court order and does not require your signature for release of information.
4. Patients have the right to review and obtain a copy of their clinical record in accordance with HHS policy.

HHS Responsibility

1. In the case of suspected child abuse or neglect, HHS is required by the Abused and Neglected Child Reporting Act to report any suspected incidents of neglect or abuse. HHS also has the ethical obligation to report suspected maltreatment of senior citizens or adults.
2. If at any time patients present a clear and present danger to yourself or to others, HHS staff may release information that is required to protect you or others.
3. HHS may restrict or terminate delivery of services to patients who have been evaluated and determined as posing a serious physical threat to staff or others.