

Mountain Counseling Associates, LLC

Patient/Client Rights and Responsibilities

Patient/Client Responsibilities:

These are the expectations that you, as a health care consumer, have a right to expect in any health care visit with a Mountain Counseling Associates provider.

1. Treatment without discrimination based on race, ethnicity, religion, sex, gender identity, sexual orientation, national origin, age, disability or veteran status.
2. Care that is considerate and respectful.
3. Participation in decisions regarding treatment.
4. The name and function of personnel providing services and the identity of other personnel and institutions assisting in treatment.
5. Appropriate and competent assessment and treatment.
6. Complete and current information concerning your diagnosis, treatment and expected outcome in terms you can be reasonably expected to understand.
7. Receipt of information regarding condition/treatment options.
8. The ability to refuse treatment and to be informed of any potential consequences.
9. Confidentiality to the extent consistent with care.
10. Privacy of all records pertaining to your treatment, except as required by law or when life is in danger.
11. Access the information contained in your records within the limits of the law.
12. Continuity of care and to be informed of the possibility of continuing requirements following the end of treatment.
13. Participation in research only if consent is given and is fully informed of the purpose.
14. An itemized statement of all charges, upon request.
15. A smoke-free environment.
16. A safe environment free from, physical, sexual and verbal abuse as well as neglect and exploitation by staff, and visitors.
17. Ways to report concerns about patient care and safety. If concerns are not resolved by the Mountain Counseling Associates provider, client can contact the Joint Commission at 800-944- 6610 or complaint@jointcommission.org.

Patient/Client Responsibilities:

These are your responsibilities, which you as a health care consumer; have to the providers at Mountain Counseling Associates.

1. Provide accurate information on symptoms, past illnesses, hospitalizations, medications and psychological treatment.
2. Pay for your portion of services at the time they are provided.
3. Meet any financial obligations for care, treatment or services rendered at Mountain Counseling Associates.
4. Tell us if you don't understand instructions and/or information.
5. Become informed of the scope of basic services offered, the costs, and importance of medical insurance, and to actively seek clarification of any aspect of participation in Mountain Counseling Associates programs and services, including cost, that is not understood.
6. Provide adequate time to comply with requests for medications, prescriptions, and requests for information from outside sources.
7. Keep appointments, or change them as soon as possible.
8. Follow treatment plans.
9. Clearly state refusal of treatment.
10. Consider the rights of other patient/clients and staff.
11. Respect other's property.
12. Refrain from smoking while in facility or on facility premises, except in specifically designated areas.

IN CASE OF EMERGENCY PLEASE CALL 828-251-4439 FOR THE PROVIDER ON CALL