

Behavioral Health Affiliates, LLC

84 High Street, Suite 2A · Medford, MA 02155 · 781-393-0009 · 781-395-2909 fax

Patients' Rights and Responsibilities

1. You have the right to be provided care and treatment with dignity and respect, as an individual who has personal needs, feelings, preferences and requirements.
2. You have the right to impartial services and access to treatment, regardless of race, religion, sex, ethnicity, age or handicap.
3. You have the right to privacy in your treatment, in your care, and in fulfillment of your personal needs.
4. You have a right to be treated by staff/providers communicating in a language you understand.
5. You have the right to be fully informed of all services available at the facility, any charges for or limitations on those services, and available alternative treatment including the opinion of a consultant, at your expense.
6. You have the right to be provided with an individualized treatment plan.
7. You have the right to be fully informed, in a language you can understand, of your rights as a patient and of all rules and regulations governing your conduct as a patient in this practice.
8. You have the right to be fully informed of all diagnostic and treatment procedures and to receive information necessary to give informed consent prior to the start of any procedure or treatment.
9. You have the right to refuse treatment without compromising your access to the organization's services to the extent permitted by law, and to be informed of the consequences of this refusal. However, the staff reserves the right to discontinue treatment should the extent of your refusal make reasonable and responsible treatment impossible.
10. You have the right to continuity of care. As long as you remain eligible for services through Behavioral Health Affiliates, LLC you will not be discharged or transferred except for therapeutic reasons, for your personal welfare, or for the welfare of others. Should your transfer or discharge become necessary, you will be given the reasons and plan, as well as reasonable advance notice, unless an emergency situation exists.
11. You have the right to voice opinions, recommendations and grievances in relation to policies and services offered by this practice without fear of restraint, interference, coercion, discrimination or reprisal. Grievance material should be forwarded through the U.S. Postal Service, to the attention of the Managing Partners, at BHA. You have a further right to write to your Managed Care Organization and/or the Professional Board of the involved party/parties.
12. You have the right to be free from physical, chemical and mental abuse.
13. You have the right to confidential treatment of your client records. Information from these sources will not be released without your prior consent, except in an emergency or as required by law or as required for processing of claims.
14. You have the right to receive information necessary to give informed consent prior to being involved in activities, which include the use of tape recorders or any other special audio-visual techniques.