

LifeSource, Inc.
Patient/Client Rights

1. A patient has a right to dignity, privacy, human care, and freedom from abuse, neglect, exploitation, and physical punishment.
2. A patient has the right to medical and mental health services without discrimination based upon race, color, religion, gender, sexual preference, national origin, source of payment, age or degree of MH/IDD/SA disability.
3. A patient has the right to respectful and good quality care provided by competent personnel, who are required to maintain high professional standards that are maintained and regularly reviewed.
4. A patient has the right to live as normally as possible while receiving care and treatment by a LifeSource contracted clinician.
5. A patient has the right to every consideration of privacy concerning his/her own medical and mental health care.
6. A patient has the right to have all records pertaining to his medical and mental health care treated as confidential except as otherwise provided by law or third party contractual arrangements. The **ONLY** time a LifeSource contracted clinician can release information in a patient's record is:
 - When a patient is under the age of 18 AND it is in the patient's best interests that such information be shared with a parent or legal guardian;
 - When a patient has given informed consent for a particular person or agency to receive such information AND has signed appropriate release forms;
 - When there is a court order requiring release of patient information;
 - When a patient's file must be reviewed by a LifeSource attorney due to a law suit, a commitment proceeding, or guardianship proceeding;
 - When such information is required to be shared with a reporting agency under mandatory laws for reporting possible cases of abuse, neglect, or communicable disease;
 - When a patient is committed to a mental health facility and such information is required to manage his or her care;
 - When there is an emergency, and another professional is providing treatment;
 - When it is required by a referring clinician; or
 - When we believe a patient has become a danger to him or herself or to others and such information must be reported to an appropriate person or agency.
7. A patient has the right to know what facility rules and regulations apply to his/her conduct as a patient.
8. A patient has the right to receive services based on a specific treatment plan, tailored for his/her specific needs and capabilities and may request such plan at any time from the service-provider.
9. A patient has the right to informed consent regarding any treatment plan, including full disclosure regarding any and all benefits and/or risks associated with such plan.
10. A patient or a patient's designee has the right to full information in laymen's terms, concerning diagnosis, treatment, and prognosis, including information on alternative treatments and possible complications.
11. A patient has the right to refuse any drugs, treatment, or services offered by a LifeSource contracted clinician or facility, to the extent permitted by law, and a service-provider shall inform the patient of this right and any and all potential consequences of the same. The **ONLY** time a patient may be treated without informed consent is:
 - ✓ In an emergency
 - ✓ If such treatment has been court-ordered

- ✓ When more than one professional agrees that specific treatment is needed to prevent harm to oneself or others
 - ✓ If a patient is under the age of 18 and a parent or legal guardian consents.
12. A patient has the right to treatment that avoids unnecessary physical or mental discomfort.
 13. A patient has the right to be advised if and when a LifeSource contracted clinician is considering the patient as a part of a research study or program. Informed consent must be obtained prior to any actual participation in such a program, and the patient or legally responsible party, may, at any time, refuse to continue in any such program to which he/she has previously given informed consent.
 14. Except for emergencies, a LifeSource contracted clinician must always obtain the necessary informed consent prior to the start of any medication, treatment or services.
 15. A patient, or a patient's designee, has the right to request access to all information contained in his or her patient records. A patient's access to records *may* be restricted by a LifeSource contracted clinician if more than one professional agrees that such access would be harmful to the patient or for any other sound reason as permitted by law. If a service-provider restricts patient access to information in the patient's record, the service-provider will record the reasons in the patient's file.
 16. A patient has the right to assistance in obtaining consultation with another service-provider at the patient's request and expense.
 17. A patient cannot be treated with electroshock therapy, experimental drugs or procedures, or be given any non-emergency surgery without written, informed consent. LifeSource contracted clinicians do not perform electroshock therapy, use experimental drugs or procedures, or perform surgery.
 18. A patient has the right to freedom from any form of physical restraint and seclusion, to the extent allowed by law, imposed as a means of coercion, discipline, convenience, or retaliation. Physical restraint or seclusion may **ONLY** be used in emergency situations to ensure a patient's safety, and when less restrictive interventions have been ineffective.
 19. A patient has the right to examine and receive a detailed explanation of any bill for services.
 20. A patient cannot be denied access to any individual or agency, authorized by law, to act on a patient's behalf or to protect a patient's rights.
 21. A patient has the right to be informed of his or her rights prior to any treatment by a LifeSource contracted clinician and at any time during the course of such treatment.
 22. At all times during the course of treatment, a patient's basic civil rights cannot be denied or restricted, **EXCEPT** and unless a patient has been declared incompetent by a court of law.

Questions or Concerns?

Any questions or concerns about the information contained herein can be answered by the following service-providers: LifeSource Therapist; LifeSource Physician; Physician Assistant; Nurse Practitioner; Facility Social Worker

If you feel you have been denied your rights, please contact the LifeSource Compliance Officer directly at: **(910) 622-2793**

***If, at any time, you feel you cannot get the information or assistance you need from your LifeSource service-provider or LifeSource management, you may contact:*

NC Protection and Advocacy Agency, Disability Rights: (877)235-4210

SC Protection and Advocacy Agency, Disability Rights: (866)275-7273

Advocacy & Customer Service Section- Division of MH/DD/SAS: (800)662-7030

