



Client Rights

As an individual receiving service through the Agency you have the same basic rights as other citizens of the United States and the State of North Carolina. Keep this as a reference summarizing these rights for you and your family. Your rights include:

BASIC RIGHTS

- **The right to be informed about your rights.**
You have the right to ask questions and get the information you need to make the best possible decisions about your care and treatment services.
You have a right to know under what conditions your rights may be restricted.
- ***THE RIGHT TO DIGNITY AND HUMANE TREATMENT.***

You will, at all times, be treated with respect and will receive the best care and services possible from staff that care about your needs.

- The right to confidentiality and privacy.
Information about you is private and protected by Best Day.

Best Day will not disclose any information about you to unauthorized individuals unless you or your legal guardian provides a written authorization to do so.
- The right to express and practice individual religious or spiritual beliefs.
- The right to freedom from physical punishment, physical and mental abuse of any type, neglect or exploitation; including exploitation by Best Day.
- The right to be free from promotional, experimental or investigational research without your full understanding and consent. If you have a legal guardian his or her understanding and consent is also necessary

- *Right to know when and under what circumstances you or your person, property or living area may be searched.*
- *Right to express concerns and receive information pertaining to filing complaints and resolving conflicts.*

If you feel your rights have been violated, or you are dissatisfied with services provided by Best Day, you may file a complaint as explained to you. If you are not satisfied with the resolution you can contact the MCO or you can contact Disability Rights NC:

3724 National Drive

Suite 100

Raleigh, NC 27612

Toll Free: 877-235-4210 Local: 919-856-2195

TTY: 888-268-5535

Fax: 919-856-2244

www.disabilityrightsn.org

You have the right to access medical treatment for any physical ailments.

Rights Regarding Services

- *The right to receive services during regular office hours, which are Monday – Thursday 8:30 a.m. to 5:00 p.m., and Friday 8:30 to 1:00, and to utilize crisis support services as necessary by accessing Best Day 's crisis line 24 hours a day, seven days a week. To access this service after regular business hours, call (910) 323-1543 or (336) 934-5556.*
- *The right to know about all the services that you will receive.*

You have the right to an individual treatment plan and to be involved in developing and reviewing your treatment plan.

You can see what services Best Day is authorized to provide for you in your individualized treatment plan. If you have any questions, Best Day staff will discuss the services, the reasons these services were selected and the expected benefits of these services.

You have the right to obtain your medical records/treatment documents. To do so, contact a front desk staff at (910) 323-1543 or the Administrative Director.

You will be informed of any risks associated with any treatment.

You will be informed if any alternative treatments are available.

- *The right to consent to receive services.*

You can agree to receive the services specified in your individualized treatment plan or you can refuse to receive some or all of these services.

You can withdraw your consent for these services at any time.

When you consent to receive services, you have the right to know the length of time the consent is valid and how you can withdraw your consent if you choose to do so.

You may also refuse a particular service without having all services terminated, or having Best Day threaten to terminate all services.

- *The right to know what is expected of you (as outlined in the responsibilities section below).*
- *The right to be informed about treatment costs and collections.*
- *The right to know when and under what conditions you may be suspended or terminated from services.*
- *The right to take part in discharge planning.*

Rights When Taking Medication as Part of Treatment:

- *The right to know any side effects of the medication and to be treated with the lowest possible dosage.*
- *The right to discontinue medication, or to ask for a medication check at any time.*

Client Responsibilities:

Each client has the following responsibilities while receiving services at Best Day:

- To ask questions regarding your diagnosis, treatment, outcomes and instructions or recommendations.
- To actively participate in your treatment planning and services.
- To give updated and complete information about current and past health issues, medications and other matters pertaining to your health.
- To inform your clinical staff person and/or physician if you are experiencing any problems with treatment or medications.
- To keep all scheduled appointments and to arrive on time as scheduled.
- To notify the Best Day office at least one full business day in advance to cancel or reschedule an appointment. A no-show or cancellation fee may be charged if proper notification is not given.
- To provide payment at the time of service as arranged in the Best Day Financial Contract.
- To notify the Best Day office regarding any changes in your funding or insurance to update your billing information and to insure proper billing.
- To treat all Best Day staff, volunteers and other clients with dignity and respect.
- To maintain the confidentiality of other clients you may encounter at Best Day sites of services.
- To maintain the safety and welfare of all other persons on Best Day property. This includes not bringing weapons of any type on to Best Day property or threatening anyone while on Best Day property.
- To respect Best Day property and be responsible for any damages to property that you may cause.

NOTICE OF GRIEVANCE PROCESS

It is the policy of Best Day Psychiatry and Counseling, P.C. (Best Day) to provide a mechanism for clients/families/legally responsible persons (LRP) to communicate complaints or grievances with the intent of resolution and improved satisfaction with service delivery.

In the event that you have concerns about the service provided to you at Best Day and would like to file a complaint, please follow the process listed below:

1. Clients/families/LRPs are encouraged to express displeasure, problems, complaints and/or grievances to their primary service provider first
2. If the difficulty is with the service provider and has not been resolved with discussion with the provider, communication of problems should be addressed to Best Day's Administrative Director.
3. It is recommended that problems be presented in writing. This written document should contain specifics of the problem: for example, what happened, when, who was involved. State the nature of the problem clearly and expectations for resolution.
4. Upon receipt of the written Complaint/Grievance form, the Administrative Director will contact the client/family member/LRP within three working days. If phone contact is not possible, written communication will be sent to the client/family member/LRP within three working days. Discussion should focus on specifics of the problem and possible methods of resolution.
5. Efforts should seek to resolve the problem with the client/family member/LRP within 10 working days. Best Day's Administrative Director will make every effort to assist the client/family member/LRP in gaining resolution of the problem to the best of their ability.
6. If resolution is not possible by the Administrative Director, they will assist the client/family member/LRP in linking to services with another internal provider or with an external resource.
7. If resolution is not possible or is unsatisfactory, the problem may be forwarded by the consumer to an impartial agency or consumer advocacy group(s), such as the Office of Disability Rights or the appropriate Managed Care Organization (MCO). Phone numbers for the Office of Disability Rights and the MCO are provided at the end of this document.
8. Appeals related to service reduction, denial, or discharge from service shall be communicated to the specific provider or the HCS owner. Appeals processing will follow Medicaid guidelines, where applicable.

NOTICE OF GRIEVANCE PROCESS

Disability Rights, NC
1-877-235-4210
www.disabilityrightsn.org

Alliance Behavioral Healthcare
4600 Emperor Blvd.
Durham, N.C. 27703
919-651-8401
www.alliancebhc.org

Sandhills Center Managed Care Organization
P.O. Box 9
West End, NC 27376
910-673-9111
www.sandhillscenter.org

Partners Health Management
1985 Tate Blvd SE
Hickory, NC 28602
877-864-1454
www.partnersbhm.org

Cardinal Innovations Healthcare
10150 Mallard Creek Rd Suite 400
Charlotte, NC 28262
704-939-7700
www.cardinalinnovations.org

NC Division of MH/DD/SAS
Customer Service and Community Rights Team
984-236-5300

How to file a complaint related to my services, if necessary, has been explained to me and I have been given a copy of this process.

Contact Numbers

DHHS (800) 662-7030

DMH/DD/SAS (984) 236-5000

Licensing Boards:

NC LCMHC Board (336) 217-6007

NC LCSW Board (336) 625-1679

NC LCAS Board (919) 832-0975

NC Psychology Board (828) 262-2258

NC Medical Board (800) 253-9653

American Board of Psychiatry and
Neurology (847) 229-6500

Disability Rights NC (877) 235-4210



Best Day Psychiatry and Counseling providers/staff are available to provide assistance during our normal hours of operation.

Hours of Operation

Monday-Thursday 8:30a-5:00p

Friday 8:30a-1:00p

Crisis Coverage

Should you need assistance outside of normal hours of operation please call any of our offices to be connected to an on call provider.

Fayetteville 910-323-1543

Fuquay-Varina 919-567-0684

Raleigh 919-670-3939

Durham 919-659-8686

Greenville 252-375-3322

Wilmington 910-500-7072

Greensboro 336-890-8902

Charlotte 980-867-4440

Winston-Salem 336-934-5556

Pinehurst 910-621-7400

Should you have a life threatening emergency please contact 911 for immediate medical care.