

Additional Information

- ◆ Programs in which you participate may have rules that you are expected to follow. You will be informed of these rules and potential consequences for not following them.
- ◆ If you have an Advance Instruction for Mental Health Treatment (AIMHT), or are interested in initiating one, please speak to your primary service provider.
- ◆ An AIMHT allows you to specify in advance your mental health treatment wishes should you later become unable to make and communicate treatment decisions. (GS -122C -77)
- ◆ Each client shall be free from unwarranted invasion of privacy.

If you are a client in a residential or inpatient facility, please consult the following additional information:

(GS-122C-62)

Other Available Resources:

- **Eastpointe Local Management Entity (LME):1-800-513-4002**
- **Division of MH/DD/SAS:
contactdmh@ncmail.net**
- **DMH Advocacy and Customer Service: 919-715-3197**
- **Division of Health Services Regulation: 1-800-624-3004**
- **Division of Social Services: 919-733-3818**
- **Care Line: 1-800-662-7030**
- **Governor's Advocacy Council for persons with Disabilities: 1-877-235-4210**

Consumer Rights Information

Information Provided By:



*Managing Behavioral Healthcare for the
Citizens of Duplin, Lenoir, Sampson
and Wayne Counties*

If you have questions, you may contact Customer Services or the Client Rights Coordinator :
800-513-4002

Your Rights as a Consumer

As a consumer of Mental Health/Developmental Disabilities, or Substance Abuse Services you have the right to be treated with dignity, privacy, and humane care. (GS-122C-57)

Your rights include:

- ◆ Being free from mental and physical punishment, abuse, neglect and exploitation.
- ◆ Living as normally as possible while receiving care and treatment .
- ◆ Receiving care, services and treatment based on a plan written especially



for you that should help you regain or increase your capabilities. This plan should have your input, and the benefits and risks should be explained to you. A copy of your Person Centered Plan/Service Plan may be obtained by asking your primary service provider. Your plan must be implemented within 30 days of your admission.

- ◆ Having access to your treatment record, except when that information would be harmful to your well being. Speak to your primary service provider about the process for reviewing your client record.
- ◆ Being ensured of confidential treatment.. Unless specifically directed by state or federal laws or in the event of an emergency, information about treatment cannot be shared without consent. Your insurance company may require certain information in order to pay for the services you receive.
- ◆ Receiving age-appropriate treatment.
- ◆ Consenting to or refusing any treatment offered, except in an emergency or when court-ordered.
- ◆ Withdrawing your consent for treatment at any time by informing your primary service provider.



- ◆ Being free from unnecessary or excessive medication, electroshock therapy (excluding medically administered electroconvulsive therapy), experimental drugs or procedures. Medication shall not be used as punishment, for discipline, or for the convenience of staff.
- ◆ Exercise your civil rights.
- ◆ Being free of physical restraints or seclusion, except when necessary to prevent danger to self or others, or substantial property damage.
- ◆ Talking to someone if you have a complaint about services. You are encouraged to first talk to the person who provided the service to you or to their supervisor. You may contact Customer Services or the Client Rights Coordinator of Eastpointe 1-800-513-4002.
- ◆ Buying or selling property, signing a contract, registering to vote, suing others who have wronged you and marrying or divorcing.