

## **What are my responsibilities?**

- Give information so your provider can give you good care.
- Follow plans for care that you have agreed to.
- Participate in developing goals.
- Invite people to the treatment planning meeting who will help you meet your goals.
- Respect the rights and property of others.
- Respect other people's privacy.
- Work on the goals in your treatment plan.
- Keep all your appointments when possible.
- Bring insurance card to all appointments.
- Cooperate with those who try to help you.
- Be considerate of other people.
- Seek out additional support in your community
- Give 24 hour notice when you cancel an appointment.
- Pay your bill as agreed.
- Tell your provider if you have an illness that others can catch.
- Take your medicines.
- Tell your doctor if you have side effects from medicine.
- Tell your provider if you do not agree with treatment.
- Tell your provider if you want to stop treatment.
- Read, or have read to you, written notices about changes in benefits, services or providers.
- Follow your discharge plan if you leave or change a service.

## **Resources:**

- **Eastpointe Access To Services:**  
1-800-913-6109, TTY 1-888-819-5112
- **DMH/DD/SAS Advocacy and Customer Service:** 919-715-3197
- **Division of Health Services Regulation:** 1-800-624-3004
- **NC Division of Social Services:**  
919-733-3818
- **Care Line:** 1-800-662-7030
- **NC Disability Rights:** 1-877-235-4210

**If you have questions, or believe your rights have been violated, you may contact Eastpointe Customer Services : 1-800-513-4002, option 3**

# **Consumer Rights And Responsibilities**



*“Working together with individuals, families, providers, and communities to manage and continually improve our behavioral healthcare system to ensure accessibility, accountability, and empowerment of people to achieve valued outcomes”*

# Your Rights as a Consumer

**You have the right to be treated with respect, dignity, and recognition of your right to privacy.**

## You have the right to:

- Be free from mental and physical punishment.
- Be free from abuse or neglect.
- Live in the most natural environment possible.
- Get treatment based on a plan written just for you.
- Access your treatment record, except when that information is harmful to you.



- Decide who gets your information, unless there is an emergency, you are being hurt, or you are hurting someone.
- Refuse any treatment offered, except in an emergency or when court-ordered.
- Change your mind about treatment by letting your provider know.
- Freedom from unneeded medication or experimental drugs.
- Freedom to exercise your civil rights.
- Freedom from physical restraints or seclusion, except when they prevent danger to you or others.
- Talk to your provider, their supervisor or Eastpointe Customer Services (1-800-513-4002) if you have a complaint.
- The right to ask questions when you do not understand your care or responsibilities.
- Get information about Eastpointe, its providers, services, and member rights and responsibilities in a way that you can understand.



- Participate in your treatment planning and to consent to treatment goals in your plan.
- Make decisions about your treatment based on risks, benefits, and outcomes.
- Freedom of speech and freedom of religious expression.
- Equal employment and educational opportunity.
- Buy or selling property, sign a contract, and register to vote.
- Sue others who have wronged you.
- Marry or divorce.

