

THE  
PSYCHOLOGY  
CENTER

## CLIENT BILL OF RIGHTS

All services offered by The Psychology Center are provided on a voluntary basis. As a client (guardian or person acting on behalf of a client) receiving services for mental health, alcoholism, drug abuse, or a development disability as an outpatient, you have the following rights under Wisconsin Statute Sec. 51.61, Chapter HFS 94.01 as corrected June 1996. Under the law under certain circumstances, client rights can be limited or denied, but The Psychology Center, SC, is engaged in outpatient services and will not limit or deny client rights. This notice constitutes a written summary of your rights.

### Treatment and Related Rights

All treatment is provided with Informed Consent. You have a right to consent to treatment in writing before treatment is started. You have a right to be provided with specific, complete, and accurate information about treatment. You have a right to receive prompt and adequate treatment, to be free from having unreasonable arbitrary treatment decisions made about you, and the right to refuse any treatment, including medications (including to be free from unnecessary or excessive medications). In the event you do not agree with your treatment plan, you may request a second opinion at your own expense from another treatment specialist outside of this clinic. You have a right to refuse to give informed consent or participate in drastic treatment or in experimental research. You have the right to be treated with dignity, respect, free of any verbal or physical abuse, regardless of your race, national origin, sex, age, religion, disability, or sexual orientation.

### Communications and Privacy

You have a right to have your treatment records and conversations about your treatment kept confidential (Sec. 51.30 Stats.). You have a right to be videotaped, filmed, or recorded only with your informed written consent. You have a right to have access to your treatment records after discharge (or during treatment if the facility Clinical Director approves it) and to have access at all times to records of medications you take or any treatment you receive for physical health reasons.

### Your Right to File a Grievance

According to HSS 94.28 & .29, a client has a right to file a grievance and a right to be informed of The Psychology Center's grievance procedures. If you or a person acting on behalf of a minor client feel your rights have been violated, you have the right to be informed about the informal and formal grievance resolution procedures and to file a grievance. Our staff has been informed of the grievance resolution procedures.

The grievance procedure involves the client or someone acting on behalf of the client presenting an oral or written grievance to a staff member or the Clinic Coordinator. The Psychology Center will attempt to resolve all grievances at the time they are presented by listening to the nature of the complaint and by making adjustments in operations, procedures, or conditions that will respond to the needs of clients.

If the grievance cannot be immediately resolved, the client will be given the option of either the informal or the formal grievance procedure. Initiating an informal grievance in no way precludes a formal grievance.

The informal grievance procedure can be initiated by the client or someone acting on behalf of the client by filing a written grievance to the complaint investigator designated by The Psychology Center. The informal procedure may be used before or pending initiating a formal grievance. The Psychology Center complaint investigator is **Linda Albert, Client Rights Specialist, 7617 Mineral Point Road, Suite 300, Madison, WI 53717, (608) 833-9290, ext. 358, lalbert@tpcmadison.com**. Grievances must be filed within 45 days of the incident or issue. Upon the client (guardian) signing a release permitting appropriate disclosures, the complaint investigator will review grievances with the client or person acting on behalf of the client, with staff members involved in the grievance, and will attempt to resolve the grievance to the satisfaction of the client bringing the grievance. A summary will be prepared and shared with the client and placed in file.

The formal grievance resolution procedure can be initiated by the client or someone acting on behalf of the client by filing a written grievance to the complaint investigator designated by The Psychology Center. Grievances must be filed within 45 days of the incident or issue. The complaint investigator will be a neutral person trained in client rights who will conduct an impartial inquiry, prepare a written summary including factual finding, determine the merits of the grievance, and make recommendations for resolving grievances. Clients wishing to pursue formal grievance procedures will be provided a form and the name and address of the complaint investigator.

***NOTE: The Psychology Center reserves the right to refuse treatment to anyone who engages in inappropriate behavior such as destroying property, violating confidentiality of other visitors, making threats, or other disruptive behavior as determined by The Psychology Center management.***