

Consumer Rights

The Fairfield County ADAMH Board does not provide direct services. However, we do contract with agencies that provide mental health and alcohol and drug recovery services. Here are a list of rights that individuals who receive services at agencies in the ADAMH Network of Care are guaranteed. Should your rights be violated or should you feel that your rights have been violated, you can file a grievance. "Grievance" means a written complaint initiated either verbally or in writing by a client or by any other person or agency on behalf of a client regarding denial or abuse of any client's rights.

Each agency has a Clients Rights Officer with whom you can file a grievance. You can also file a grievance with the ADAMH Board Consumer and Family Advocate:

ADAMH Clients Rights Officer

Maureen Muth

740.654.0829

mmuth@ohiopps.org

108 W. Main St., Suite A

Lancaster, Ohio 43130

All who access mental health services are informed of these rights:

1. The right to be informed of the consumer rights before consent to receive services
2. The right to request a written copy of these rights
 - Inpatient hospital and residential facility rules require the individual is informed within 24 hours of admission.
3. The right to receive information in language and terms appropriate for understanding
4. The right to be fully informed of the cost of services

5. The right to be treated with consideration, respect for personal dignity, autonomy, and privacy and within the parameters of relevant sections of the Ohio Revised Code and the Ohio Administrative Code
6. The right to receive humane services
7. The right to participate in any appropriate and available service that is consistent with an individual service/treatment plan regardless of the refusal of any other service unless that service is a necessity for clear treatment reasons and requires the person's participation
8. The right to reasonable assistance in the least restrictive setting
9. The right to reasonable protection from physical, sexual, and emotional abuse; inhumane treatment; assault; or battery by any other person
10. The right to a current Individual Service Plan that addresses the needs and responsibilities of an individual and specifies the provision of appropriate and adequate services, as available, either directly or by referral
11. The right to actively participate in periodic Individual Service Plan reviews with the staff, including services necessary upon discharge
12. The right to give fully informed consent to any service, including medication, prior to commencement and the right to decline services, including medication absent an emergency
13. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, photographs, or other audio and visual technology
 - This right does not prohibit an agency from using closed-circuit monitoring to

observe seclusion rooms or common areas, which do not include bathrooms.

14. The right to decline any hazardous procedure
15. The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others
16. The right to reasonable privacy and freedom from excessive intrusion by visitors, guests, and non-agency surveyors, contractors, construction crews, or others
17. The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared
18. The right to be informed of the circumstances under which an agency is authorized, intends to release, or has released confidential information without written consent for the purposes of continuity of care as permitted by division (A)(7) of section 5122.31 of the Ohio Revised Code (ORC)
 - ORC 5122.31(A)(7) "That hospitals within the department, other institutions and facilities within the department, hospitals licensed by the department under section 5119.20 of the Revised Code, and community mental health agencies may exchange psychiatric records and other pertinent information with payers and other providers of treatment and health services if the purpose of the exchange is to facilitate continuity of care for a patient"
19. The right to have access to one's own psychiatric, medical, or other treatment records unless access to particular identified items of information is specifically restricted for that individual patient for clear treatment reasons in the patient's treatment plan
 - If access is restricted, the treatment plan shall also include a goal to remove the restriction.
20. The right to have the grievance procedure explained orally and in writing; the right to file a

grievance with assistance if requested; and the right to have a grievance reviewed through the grievance process, including the right to appeal a decision

21. The right to receive services free of discrimination on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state, or federal laws
22. The right to exercise rights without reprisal in any form, including the ability to continue services with uncompromised access
 - No right extends so far as to supersede health and safety considerations.
23. The right to have the opportunity to consult with independent specialists or legal counsel at one's own expense
24. The right to be informed in advance of the reason(s) for discontinuance of service provision and involved in planning for the consequences of that event
25. The right to receive an explanation of the reasons for denial of service