

RIGHTS OF OUTPATIENT PROGRAM CLIENTS

As a client of outpatient clinic services at Endeavor Health Services, you are entitled to the rights outlined below:

- (1) To receive services that are responsive to individual needs in accord with an individualized treatment plan, which the patient helps develop and periodically update;
- (2) To receive services from provider staff who are competent, respectful of patient dignity and personal integrity, and in sufficient numbers to deliver needed services consistent with regulatory requirements;
- (3) To receive services in a therapeutic environment that is safe, sanitary, and free from the presence of alcohol or other drugs of abuse;
- (4) To receive information concerning treatment, such as diagnosis, condition or prognosis in understandable terms, and to receive services requiring a medical order only after such order is executed by an appropriate medical professional;
- (5) To receive information about provider services available on site or through referral, and how to access such services;
- (6) To receive a prompt and reasonable response to requests for provider services, or a stated future time to receive such services in accordance with an individual treatment plan;
- (7) To receive in writing the reasons of a recommendation of discharge and information of appeal procedures;
- (8) To voice a grievance, file a complaint, or recommend a change in procedure or service to provider staff and/or the Office, free from intimidation, reprisal or threat;
- (9) To examine, obtain a receipt, and receive an explanation of provider bills, charges, and payments, regardless of payment source;
- (10) To receive a copy of the patient's records with valid authorization for the release of protected health information and for a reasonable fee;
- (11) To be free from physical, verbal or mental abuse;
- (12) To be treated by providers or staff members who are free from alcohol or drug abuse;
- (13) To be free from any staff or patient coercion, undue influence, intimate relationships, and personal financial transactions;
- (14) To be free from performing labor or personal services solely for provider or staff benefit, that are not consistent with treatment goals, and to receive compensation for any labor or employment service in accord with applicable state and federal law; and
- (15) Participants referred to a faith-based provider have the right to be given a referral to a non-faith based

Endeavor Health Services requests that you let us know of any concerns that you have about the treatment services you receive. Initially you should inform your primary counselor of your concern who will attempt to resolve the difficulty. If your concern is not answered to your satisfaction, you should request to speak with the program supervisor. If your concern remains unresolved, you may contact the Corporate Compliance Officer at (716) 895-6700 Ext. 4095. You can also make a formal written grievance to the Chief Executive Officer of Endeavor Health Services. If your concern remains unresolved to your satisfaction, you have the option of contacting one or more of the following:

Erie County Department of Mental Health
95 Franklin Street
Buffalo, NY 14202
(716) 858-8530

Genesee County Department of Health
Genesee County Building Two
3837 W Main Street Rd, Batavia, NY 14020
(585) 344-2580

Mental Health Advocates of WNY
1021 Broadway, 5th FL
Buffalo, NY 14212
(716) 886-1242

Monroe County Department of Mental Health
1099 Jay Street, Building J, Suite 201
Rochester NY, 14611
(585) 753-6047
(585) 423-1593

National Alliance on Mental Illness
Buffalo and Erie County Chapter
P.O. Box 146
Buffalo, NY 14223
(716) 226-6264

National Alliance on Mental Illness Rochester Chapter
320 N. Goodman Street, Suites 102 & 103
Rochester NY, 14607
(585) 423-1593

New York State Justice Center
For the Protection of People with Special Needs
(855) 373-2122

New York State Office of Addiction Services and Supports
Western New York Regional Office
100 Seneca Street, 4th FL
Buffalo, NY 14203
(716) 847-3037

New York State Office of Mental Health
Western New York Field Office
737 Delaware Ave., Suite 200
Buffalo, NY 14209
(716) 533-4075

Niagara County Department of Health
5467 Upper Mountain Rd Suite 100
Lockport, NY 14094
(716) 439-7430

Orleans County Department of Health
14016 NY-31 West St., Suite 101
Albion, NY 14411
(585) 589-3278

Protection and Advocacy for Individual with Mental Illness
Neighborhood Legal Services
Ellicott Square Building
237 Main Street, # 400
Buffalo, NY 14203
(716) 847-0650