



CLIENT RIGHTS AND RESPONSIBILITIES

Renaissance Behavioral Health (RBH) is strongly committed to respecting the basic human rights, worth and dignity of everyone receiving services. In addition, as a client here, you have the legal rights which are guaranteed by the constitution and state and federal laws and regulations.

The following is a list of some of the many rights you have as our client. You cannot be denied, suspended or discharged from services for exercising your rights.

Ohio Mental Health & Addiction Services (OhioMHAS) Patient Rights

- 1) The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
- 2) The right to reasonable protection from physical, sexual or emotional abuse, neglect, and inhumane treatment;
- 3) The right to receive services in the least restrictive, feasible environment;
- 4) The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
- 5) The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;
- 6) The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it;
- 7) The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
- 8) The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
- 9) The right to be advised and the right to refuse observation by others and by techniques such as one-way vision mirrors, tape recorders, video recorders, television, 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 does not include bathrooms or sleeping areas;

- 10) The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations;
- 11) The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;
- 12) The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;
- 13) The right to be informed of the reason for denial of a service;
- 14) The right not to be discriminated against for receiving services 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;
- 15) The right to know the cost of services;
- 16) The right to be verbally informed of all client rights, and to receive a written copy upon request;
- 17) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
- 18) The right to file a grievance;
- 19) The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
- 20) The right to be informed of one's own condition; and,
- 21) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

Outside Entities to Call: Client Grievances

If clients feel these rights have been violated, they are encouraged to contact the Client Clinical Advocate at 440.606-2003. If they are not satisfied with his findings regarding their complaint, they are encouraged to contact any of the outside entities such as those listed below. Clients may also file a grievance first and directly with any outside agency they wish. The Client Advocate is available to help them file their grievance. Clients will not be punished or treated differently by Renaissance Behavioral Health.

<p>Attorney General’s Office, Health Care Fraud Unit 30 E. Broad Street, 14th Floor Columbus, Ohio 43215 (614) 466-4986 or (800) 282-0515,</p>	<p>Ohio CSWMFT Board 77 South High Street, 16th Floor Columbus, Ohio 43215-108 (614) 466-0912,</p>
<p>Crawford-Marion County ADMAHS Board 142 South Prospect Street. Marion, Ohio 43302 (740) 387-8531 Fax: (740) 382-0455,</p>	<p>Ohio Department of Job and Family Services 30 East Broad Street, 32nd Floor Columbus, Ohio 43215 (614) 466-1213 or (855) 642-4453</p>
<p>Cuyahoga ADAMHS Board 2012 West 25th Street, 6th Floor Cleveland, Ohio 44113 (216) 241-3400 ,</p>	<p>Ohio Department of Medicaid 50 West Town St., Suite 400 Columbus, Ohio 43215 (800) 324-8680,</p>
<p>Cuyahoga County Department of Children and Family Services Jane Edna Hunter Building 3955 Euclid Avenue Cleveland, OH 44115 (216) 431-4500 or (216) 696-KIDS ,</p>	<p>Ohio Department of Mental Health & Addiction Services 30 East Broad Street, 8th Floor Columbus, OH43215 (614) 466-2596 www.mha.ohio.gov</p>
<p>Cuyahoga County Board of Mental Retardation & Developmental Disabilities 1275 Lakeside Avenue East Cleveland, Ohio 44114-1132 (216) 241-8230 Fax: (216) 861-0253 ,</p>	<p>Ohio Legal Rights Service 88 East Long Street, 5th Floor Columbus, Ohio 43266-0523 (800) 282-9181</p>
<p>Ohio Civil Rights Commission 1111 East Broad Street, 3rd Floor Columbus, Ohio 43205 (614) 466-2785 ,</p>	<p>Ohio Professional Chemical Dependency Board 77 South High Street, 16th Floor Columbus, Ohio 43215-108 (614) 387-1110, (800) 686-1595,</p>
<p>Ohio Counselor, Social Worker & Marriage & Family Therapist Board 50 West Broad Street, Suite 1075 Columbus, Ohio 43215-5919</p>	<p>Ohio Psychiatric Association 3510 Snouffer Road, Suite 101 Columbus, Ohio 43235 (614) 763-0040 Fax: (614) 481-7559,</p>

<p>Ohio Credentialing Board (Chemical Dependency) Verne Riffe Center 77 South High Street, 16th Floor Columbus, Ohio 43215 (614) 387-1110 Fax: (614) 387-1109,</p>	<p>Stark County Mental Health & Addiction Recovery 121 Cleveland Avenue SW Canton, Ohio 44702 (330) 455-6644 Fax: (330) 455-4242,</p>
<p>Office of Quality and Patient Safety The Joint Commission One Renaissance Boulevard Oakbrook Terrace, IL 60181 fax to 630-792-5636 **** At The Joint Commission website, using the “Report a Patient Safety Event” link in the “Action Center” on the home page of the website</p>	<p>State of Ohio Board of Nursing 77 South High Street, Suite 1830 Columbus, Ohio 43215-6108 (614) 466-8808 Fax: (614) 728-7081,</p>
<p>Disability Rights Ohio 200 S. Civic Center Drive #300 Columbus, OH 43215 614.466-7264 or 800.282.9181 TTY: 614.728.2553 www.disabilityrightsohio.org</p>	<p>Counselor Social Worker & Marriage and Family Therapist Board 77 S High St 24th Floor, Room 2468 Columbus, OH 43215 For General Inquiries: (614) 466-0912 Fax Number: (614) 728-7790 General Email: cswmft.info@cswb.ohio.gov</p>
<p>US Department of Health and Human Services Office for Civil Rights, Region V 233 North Michigan Avenue, Suite 240 Chicago, Illinois 60601 312-886-2359; TTY: 312-353-5693</p>	