



CLIENT RIGHTS INFORMATION

Important Contact Numbers

- N.C. Department of Health and Human Services: 1-919-733-7011
- HOT LINE – Customer Service Center – 1-800-992-9457
- N.C. Division of Mental Health: 919-733-7011, 919-715-3197
- N.C. Counsel on Developmental Disabilities – 1-800-357-6916
- Disability Rights of North Carolina – 1-919-856-2195
- North Carolina Medical Board – 1-800-253-9653, www.ncmedboard.org

Patients Right to Contact the Disability Rights of North Carolina (10A NCAC 27D .0201)

Each patient of Certus Psychiatry and Integrated Care (“Certus”) shall have the right to contact the Disability Rights North Carolina, the statewide agency designated under Federal and State law to protect and advocate the rights of persons with disabilities. Disability Rights of North Carolina can be contacted at 1-919-856-2195.

Certus Clients Right to Know (10A NCAC 28A .301)

- The patient has a right to voice their concerns or appeals regarding Certus or their managed care provider to the office manager. If, at any time, they are not satisfied with the outcome, modifications, or changes made regarding their complaint or concern, they may notify the practice owner. In the event that there still has not been satisfactory resolution to their complaints or concerns, the patient has the right to contact the agencies listed above.
- The patient has the right to be informed that there may be instances, pursuant to N.C. Gen. Stat. 130A-143, HIPPA Regulation 165-512, Policies 42CFR and 45CFR, that we are legally mandated to release their Personal Health Information (PHI) without their signed consent. Copies of these regulations and policies are available upon request.
- The patient has a right to receive information about our company’s services, practitioners, clinical guidelines, rules, regulations of their own conduct, and patient rights and responsibilities regarding their care.
- The responsible person for a minor or incompetent patient may request notification (to himself or another) of any use of interventional procedures.
- The patient has a right to reasonable access to care regardless of race, religion, gender, sexual orientation, ethnicity, age, or disability.
- The patient has a right to informed and meaningful decision-making regarding their treatment planning.
- The patient has a right to be informed of notable potential risks, benefits of treatment, and refuse treatment.
- The patient has a right to discuss with their provider the medically necessary treatment options of their condition regardless of cost or benefit coverage.
- The patient has a right to individualized treatment including – (a) adequate services regardless of the source of financial support, (b) provisions of services within the least restrictive environment possible, (c) an individualized treatment or program plan, (d) clinical staff to carry out the treatment.
- The patient has a right to the consideration of ethical issues that arise in the provision of care.
- The patient has a right to be treated with personal dignity and respects the patient’s values and beliefs.
- The patient has right to personal privacy and confidentiality of information.
- The patient has a right to make recommendations regarding the Patient rights and Polices at Certus.
- The patient has the responsibility to give Certus and their provider information needed in order to receive care.
- The patient has the responsibility to follow the agreed upon treatment plan and instructions for care
- The patient has the responsibility to participate in understanding their behavioral health problems and in developing along with their provider a mutually agreed upon treatment goal.