



PATIENT'S RIGHTS, RESPONSIBILITIES, AND GRIEVANCE POLICY

As a client or guardian of a client receiving behavioral health services from Human Dynamics and Diagnostics, you have the following **rights**:

Professional Expertise: Clients or their guardian have the right to receive full information from the potential treating professional about that professional's knowledge, skills, preparation, experience, and credentials. Clients or their guardian have the right to be informed about the options available for treatment interventions and the effectiveness of the recommended treatment.

HIPAA Privacy and Security: As detailed in Human Dynamics Notice of Privacy Practices and Confidentiality Statement, clients or their guardian(s) have the right to be guaranteed the protection of the confidentiality of their relationship with their behavioral health professional, except when laws or ethics dictate otherwise. Entities receiving information for the purposes of benefits determination, public agencies receiving information for health care planning or any other organization with legitimate right to information will maintain clinical information in confidence with the same rigor and be subject to the same penalties for violation as is the direct provider of care. Information technology will be used for transmission, storage, or data management only with methodologies that assure the protection of the client's privacy. Information shall not be transferred, sold, or otherwise utilized.

Choice and Consent: Clients or their guardian have the right to choose any duly licensed/certified professional for behavioral health services and consent to treatment. Clients or their guardian(s) have the right to receive full information regarding the education and training of professionals, treatment options (including risks, benefits and alternatives), and cost implications to make an informed choice regarding the selection of care deemed appropriate by client and professional. Clients or their guardian(s) also have the right to refuse treatment and withdraw consent for treatment.

Determination of Treatment: Recommendations regarding behavioral health treatment shall be made only by a duly licensed/certified professional in conjunction with the client and their family as appropriate. Treatment decisions should not be made by third party payers. Clients or their guardian(s) have the right to make final decisions regarding treatment.

Nondiscrimination: Quality behavioral health services shall be provided to all clients without regard to race, color, religion, national origin, gender, age, sexual orientation, or disability.

Contractual Limitations: Clients or their guardian(s) have the right to be informed by the treating professional of any arrangements, restrictions, and/or covenants established between the third-party payer and the treating professional that could interfere with or influence treatment recommendations. Clients or their guardian(s) have the right to be informed of the nature of information that may be disclosed for the purposes of paying benefits.

Treatment Review: To assure that treatment review processes are fair and valid, Clients or their guardian(s) have the right to be guaranteed that any review of their behavioral health treatment shall involve a professional having the training, credentials, and licensure required to provide the treatment in the jurisdiction in which it will be provided.



PATIENT'S RIGHTS, RESPONSIBILITIES, AND GRIEVANCE POLICY (continued)

Accountability: Treating professionals may be held accountable and liable to clients or their guardian(s) for any injury caused by gross incompetence or negligence on the part of the professional. Sexual intimacy is never appropriate between a treating professional and a client and should be reported to the treating professional's licensing board. The treating professional has the obligation to advocate for and document necessity of care and to advise the client of options if payment authorization is denied.

Complaints and Grievances: Clients or their guardian(s) have the right to submit complaints or grievance regarding provision of care by the treating professional to the owners of Human Dynamics and Diagnostics, as well as HDD's regulatory agencies. If a client has a complaint against the agency, they will be encouraged to make their complaint in writing to the owners of the agency. A written response will be generated and kept as part of the client's record for two years. The practice of treating professionals (licensees and interns) is regulated by the State of Idaho Bureau of Occupational Licenses. Complaints may be directed to the Bureau of Occupational Licenses, 11341 W Chinden Blvd Building 4, Boise, ID 83714, (208) 334-3233. For Medicaid participants: If the matter cannot be successfully reconciled, the client will be encouraged to contact Optum Idaho at (855) 202-0973.

As a client or guardian of a client receiving behavioral health services from Human Dynamics and Diagnostics, you also have the following **responsibilities**:

Participation and Engagement: You have the responsibility to participate actively and honestly in your or your loved one's treatment. You are responsible for asking questions about any policy, procedure, or treatment which you do not understand or with which you do not agree.

Respect: You are responsible for treating the personnel and clients of HDD with dignity and respect.

Informed Consent: You are responsible for carefully reading and understanding any papers you may be asked to sign in relation to your or your loved one's treatment.

I acknowledge and agree to the Patient's Rights, Responsibilities, and Grievance Policy. *A copy of this agreement is available to me upon request.*