

PATIENT RIGHTS & RESPONSIBILITIES

Patient has the right to contact and consult with legal counsel. This organization provides notice to the public that when an individual has concerns about Patient care and safety in the organization, which this organization has not addressed, he/she is encouraged to contact the organization's management. The public may contact the Joint Commission's office of Quality Monitoring to report any concerns about this accredited healthcare organization by either calling (800) 994-6610, or emailing: complaints@jointcommission.org.

Patient Responsibilities:

- to provide complete and accurate information.
- to read/understand any forms they need to sign.
- to participate actively in treatment planning, treatment work and in the review process.
- to ask questions and discuss any aspect of treatment which is unclear to them.
- to respect other Patients and staff and their right to privacy and dignity.
- to voice any concern through proper channels.
- to be aware that disruptive, inappropriate or aggressive conduct or lack of cooperation with counseling recommendations may result in discharge from services.
- to keep scheduled appointments, cancel only when absolutely necessary, and give at least 24 hours notice of cancellations. Failed appointments may result in a charge.
- to fulfill payment for service agreement and freely discuss fee and payment schedule when necessary.

Bowen Center Provider Credentials

Patients understand that the individual providing service(s) to me is qualified to do so by: 1) license, certification and training; or 2) that he/she is being supervised directly by an individual qualified by license, certification and training.

Psychiatric Advance Directives

Patients have the right to choose the care and treatment that they receive. Any person may make a psychiatric advance directive if he/she has legal capacity. The written document provided expresses Patient preferences and consent to treatment measures for a specific diagnosis. The directive sets forth the care and treatment of a mental illness during periods of incapacity. This directive requires certain items in order for the directive to be valid. Indiana Code 16-36-1.7 provides the requirements for this type of advance directive. If a Patient has a psychiatric advance directive, the treatment provider shall be notified. A copy may be placed in the Patient's clinical health record. If the Patient wishes to create a psychiatric advance directive, they must see their treatment provider or doctor, and they will provide the Patient with additional information.

Contact DMHA Toll Free

Consumer Services Line: (800) 901-1133
As a consumer of public mental health or addiction services in Indiana, we welcome your feed-back. Contact Indiana's 24-Hour Consumer Service Line if you have concerns about services, treatment, procedures, rights, or policies. If you are deaf, hard of hearing, or speech impaired, dial 7-1-1 to access the Consumer Service Line.

Additional Resources

- 24-Hour Gambling Helpline chat & talk available: (800) 994-8448
- 24-Hour Mental Health and Addictions Resource Helpline chat & talk available: (800) 662-4357
- National Suicide Prevention Lifeline: (800) 273-TALK (800) 273-8255
- Veterans Crisis Line: (800) 273-8255 option 1
- Mental Health America of Indiana Ombudsman: (800) 555-MHAI (800) 555-6424
- National Alliance in Mental Illness- Indiana: (800) 677-6442
- Indiana Disability Rights: (800) 622-4845

For more information or to make an appointment call: (800) 342-5653.

Bowen Center can help.

Bowen Center started as a non-profit Community Mental Health Center in northern Indiana in 1961. The Center now serves Indiana treating patients in-person, by phone or video conference with emotional health care, substance use treatment and with primary health care clinics located in Warsaw and Fort Wayne, IN.

Bowen Center's dedicated staff provides life-changing care to individuals, children and families. Its expanding range of services includes family therapy, marital counseling, adolescent and children's counseling, autism services, alcohol and substance use treatment, individual and group therapy, skills coaching, hypnotherapy, transitional living, inpatient services, primary health care, and more. The Center accepts many insurance plans including Medicare and Medicaid and uses a sliding fee/discount scale for patients that pay privately.

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Bowen Center's mission is to strengthen our communities and to improve the health and well-being of those we are privileged to serve.

We're the hope.

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(800) 342-5653 BowenCenter.org

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Privacy

In accordance with professional standards, all information is held confidential and released only through procedures consistent with the law and professional ethics. With a court order, records can be released without a Patient's permission. Other exclusions to confidentiality may include reports or evidence of abuse, neglect, or exploitation of children or endangered adults, specific threats against people, threats of suicide, and other exclusions as provided by current statutes and/or current Bowen Center policy and procedure.

Refer to the Notice of Privacy Practices for more detailed information about Bowen Center policies and procedures, and privacy of protected health information.

Patients Can Expect:

- recognition, respect and dignity as an individual.
- to be served in a clean, safe, secure environment.
- to receive information and services in a language they can understand.
- to receive impartial treatment regardless of race, religion, national origin, immigration status, gender, gender identity, sexual orientation, sexual expression, age, marital status, veteran status, disability or source of financial support.
- to have the right to practice their religion.
- to have religious and cultural values and beliefs accommodated within the scope of the therapeutic environment.
- to be served in the least restrictive and most cost-effective environment.
- to wear their own clothes, with exceptions based on patient safety and physician's orders.

- to keep and use designated personal possessions, with exceptions based on patient safety and physician's orders.
- to have access to storage space for private use.
- to have access to reasonable means of communication; including sending/receiving sealed mail, access to letter writing material and postage, reasonable visitation, the ability to place/receive phone calls.
- to have access to and ability to spend a reasonable amount of one's own money.
- to receive prompt evaluation and treatment.
- to be involved in all aspects of their care.
- to be informed about the results of evaluations, costs and expected outcomes of treatment, alternative treatment options, credentials of individuals responsible for their care, and the risks/benefits of treatment.
- to request and receive a change in service provider(s) when appropriate.
- to have continuity of care, including appropriate follow-up care, planned and initiated at discharge.
- to know, w/prior written consent, of involvement in any special observation, treatment procedures, audio/visual recording, and photography.
- to retain legal rights provided by state and federal law.
- to be informed of the side effects, discomfort and risks/benefits of any medications recommended.
- to make an informed decision to accept or refuse treatment.
- to have family members or other significant individuals involved in treatment decisions when appropriate.
- to request the opinion of a consultant at their expense and to request an in-house review of

the treatment plan.

- to receive assistance in acquiring protective services when necessary.
- to receive assistance in obtaining a healthcare representative or guardian as needed.
- to obtain a personal advocate.
- to be informed of the rules and regulations of the facility applicable to their conduct.
- to have access to mental health services or developmental training in accordance with standards of professional practice, appropriate to the patient's needs and designed to afford a reasonable opportunity to improve the patient's condition. These rights are subject to the limitation that there may be certain conditions for which there is no known effective treatment or developmental training. A service provider is not required to afford mental health services or developmental trainings where treatment would not be likely to produce significant improvement.
- to exercise their constitutional, statutory, and civil rights except for those rights that have been denied or limited by an adjudication or finding of mental incompetency in a guardianship or other civil proceeding. This does not validate the otherwise voidable act of an individual who was mentally incompetent at the time of the act and was not judicially declared to be mentally incompetent.
- to receive humane care and protection from harm.

The conditional rights recognized here may be denied or limited as follows: In circumstances and according to the procedures established by rules of the appropriate division, because of inconsistency with the design of a treatment or habilitation program if the program design has been approved

by the division, or on an individual basis, only for good cause as set forth in the individual treatment record and approved by the person primarily responsible for the patient's care and treatment.

The service provider shall give notice of denial or limitation of rights under Section 4 of IAC 12-27 to the following: the patient, and the guardian or appointed advocate of the patient.

Behavioral Plans

Many Patients living in Bowen Center Transitional Living want or need to improve some of their behavior choices. Making these changes will help them to be more independent and to be better members of their community. Bowen Center clinical staff may recommend that a behavior plan be created to help Patients work on these goals. This is done only by qualified staff and only if we judge that it is fully appropriate to encourage healthy behaviors. Bowen Center staff do not use punishment or painful consequences when working on behavior change. We use meaningful rewards to encourage personal growth. Interventions that place limits on a Patient's freedom of choice or movement are not used in Bowen Center facilities without clear justification or without the formal approval of a Bowen Center psychologist or psychiatrist and a representative of the Clinical Staff Organization Executive Committee. Patients and family members have a right and are encouraged to participate in behavior planning.

Grievance Procedure

If any Patient, regardless of age, feels their treatment has not been provided fairly, Bowen Center will provide an advocate through the grievance process. The phone number is (800) 342-5653. The Patient may also call the Consumer Service Line of the Indiana Division of Mental Health and addiction at (800) 901-1133 or Indiana Protection and Advocacy Services at (800) 622-4845. The