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## PATIENT RIGHTS

Treatment services at Inroads are provided without regard to age, sex, gender, gender identity, gender expression, sexual orientation, race, creed, ancestry, color, national origin, familial status, marital status, financial hardship, disability, or HIV / AIDS status. You have a right to request or refuse treatment allowable under law or participation in research. **Inroads does not use seclusion or restraint at the delivery of services in any of its programs.** In addition, intrusive procedures such as strip searches are not utilized in any of its programs.

The right to treatment at Inroads is not absolute if your treatment recommendation from an assessment or evaluation requires services not provided by our programs or it is in the best interest of the patient and Inroads if the patient is referred elsewhere. Under these circumstances, you do have the right to know the reasons in writing for denial of any treatment services. A Full List of Patient Rights is posted below and throughout Inroads facilities for the public and offered at the time of intake. Your rights from the policy are highlighted below:

1. Confidentiality for all records, communications, and personal information
2. Privacy of written communication including sending and receiving mail consistent with individualized service plans.
3. Freedom to:
  - a) Receive visitors as long as this does not infringe on the rights and safety of other patients and is consistent with individualized service plans (mostly applies to the residential program)
  - b) Exercise your rights as a patient of the facility and a citizen of the United States
  - c) Be informed prior to or at the time of admission and during stay at the facility of charges and fees for care, treatment, or related services.
  - d) Have access to a telephone where calls can be made without being overheard when consistent with individualized service plans
  - e) Retain and use personal possessions, including furnishing and clothing as space permits (applies to residential program), unless these infringe upon the rights and safety of other patients
  - f) Voice complaints and file grievances without retaliation or barrier to services, and receive an impartial review of your concerns
  - g) Receive an investigation and resolution of alleged infringement of rights
4. Freedom from:
  - a) *Abuse* such as physical or emotional harm
  - b) *Financial* or other exploitation such as someone taking advantage of you by trying to take your money or valuables
  - c) Retaliation such as someone trying to get back at you in any way for telling appropriate persons about violation of your rights or complaining about how you are being treated
  - d) *Humiliation* such as being made to feel ashamed or degraded
  - e) *Neglect* such as not having your emotional or physical needs met
  - f) Restraints, seclusion, and physical punishment
  - g) Arbitrary transfer or discharge without cause

- h) Involuntary treatment, unless the patient has been involuntarily committed to treatment by court order

Additional rights and clarification of rights include the following:

1. Access to information in a sufficient time to facilitate your decision making about treatment
2. Access to your own records
3. Informed consent, refusal, or expression of choice regarding:
  - a) Service delivery (how you receive services) and your preferences (what will enhance your treatment experience)
  - b) Release of information and Patient Health Information (PHI)
  - c) Concurrent (occurring at the same time) services
  - d) Composition of programs and service teams
  - e) Involvement in research projects
4. Access or referral to legal entities for appropriate representation
5. Access or referral to self-help and advocacy support groups
6. Adherence to research guidelines and ethics when patients are involved in research (when applicable)
7. Receive an investigation and resolution of alleged infringement of rights
8. Other legal rights as they may pertain to a patient's case

## LIMITS OF CONFIDENTIALITY

1. The disclosure of patient records is protected under Federal Law and Regulations. These Laws and Regulations (Federal Laws: 42 USC 290dd-3 and 42 USC 290ee-3 and Federal Regulations: 42 CFR Part 2), state that the disclosure of information through verbal, telephonic, written means, or transfer of documents is strictly forbidden. However, there are limits to the confidentiality of patient records and information which are the following:
  - a) Written consent is given by the patient or his or her legal representative
  - b) Disclosure is allowed by a court order signed by a judge
  - c) Disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.
2. Inroads will honor all legal and ethical requirements governing your confidentiality, except in the following situations:
  - a) If you report the present, recent past, or intent of abuse of a child or an elder adult. This also includes reporting from a third party.
  - b) If you report the intent of bodily harm to yourself or others
  - c) Inter-office case management consultation with authorized personnel, Medical Director, or Clinical Director
  - d) The compiling of anonymous statistical information
3. Federal and State Laws or Regulations are not established nor protect information with regards to abuse or neglect against a child, adult, or the elderly. Due to professional ethics, standards, and State Laws, all cases of possible abuse or neglect will be reported.
4. Any information with regards to a crime committed by a patient of this agency against a staff member or the agency is not protected under Federal Laws or Regulations.
5. Any violation or infringement of an individual's privacy or confidentiality by this organization or its staff should be reported to the appropriate authorities as noted in the Grievance and Appeal Procedures section.
6. Inroad patients are not to talk about other patients (e.g. who they are, their presence in the program, their problems, etc.) with other patients or with people outside the program

## HIPPA Information

As of April 14, 2003, Inroads is required to implement policies and procedures with respect to confidential information. These policies are required to comply with HIPAA (Health Insurance Portability and Accountability Act) regulations mandated by Congress. **A copy will be provided upon request.**

## Grievance and Appeal Procedures

Inroads has an established policy and procedure for handling grievances or complaints in a timely fashion and includes an appeals process. The **first option** is to address the complaint if possible with your assigned therapist, provider or staff member. If, for any reason, this is not an option, you can contact the Office Administrator or the Medical Director by calling at 402-932-2248, who will provide appropriate forms for submitting a grievance and information indicating timelines for completion of the process. Patients have a third option by contacting the Professions and Occupations Investigations Unit under the Nebraska Department of Health and Human Services (NDHHS) for Inroads Nebraska locations if they choose not to go through Inroads grievance process. As related under your rights, you can complain and file grievances without retaliation or barrier to services, and receive an impartial review of your concerns. The following is the NDHHS contact information for the Investigations Unit:

NDHHS Division of Public Health  
1033 O Street, Suite 500, Lincoln NE 68508  
Phone: 402-471-0175