

**SUMMARY OF YOUR RIGHTS**

The following is a summary of the Rights of Recipients of Mental Health Services for outpatient (non-residential) services. You have a right to obtain a full copy of the Rights from Dirigo Counseling Clinic or from the Department of Health and Human Services [40 State House Station, Augusta, ME 04333 (207-287-4200 or TTY 207-287-2000)]. If you are deaf or do not understand English, an interpreter will be made available to assist you in understanding your rights.

<b>Basic Rights:</b>	You have the same civil, human and legal rights to which all citizens are entitled. You have the right to be treated with courtesy, respect and dignity.
<b>Access to Records:</b>	You have the right to review your record at any reasonable time and to add written comments to clarify information you believe is inaccurate or incomplete.
<b>Individualized Service Plan:</b>	You have the right to a written individualized service plan (ISP), developed by you and your provider, based on your needs and goals. The ISP must be based on your actual needs, identify how a need will be met if the service is not available; include tasks to be completed and by whom; time frames for accomplishment of the tasks and goals; and criteria to determine success. If you do not agree with the ISP, you have the right to request and receive a second opinion. You have a right to a copy of the ISP.
<b>Informed Consent:</b>	No services or treatment can be provided to you against your will. You have the right to be informed of possible risks and anticipated benefits of all services and treatment. You may designate a representative who is authorized to help you understand and exercise your rights, help you make decisions, or to make decisions for you. The guardian also has the right to be fully informed.
<b>Right to File A Grievance And Appeal:</b>	You have the right, without punishment, to bring a grievance challenging any violation of your rights or any questionable practice. You have the right to a written response including reasons for the decision. Before filing a formal written grievance, you may try to resolve your issue directly with DIRIGO COUNSELING CLINIC staff. There are two separate grievance procedures, one for adults and one for children. The <u>Rights</u> documents explain these procedures.
<b>Right to Assistance:</b>	You have the right to designate a representative of your choice to help you understand and protect your rights. You must authorize this person in writing, can access this person at any time, and can change or cancel this arrangement at any time. <b><u>For additional assistance, you may contact:</u></b>  Office of Advocacy; 60 Ste House Station; Augusta, ME 04333; (207) 287-2205; (800)232-0944 OR: Disability Rights Center; P.O. Box 2007; Augusta, ME 04338-2007; (800) 452-1948; (207) 626-2774; Fax 621-1419