



## Rensselaer County Department of Mental Health

### Recipient Rights

*If you are unhappy with your treatment or feel your rights have been denied you have the right to a grievance.*

- (1) Recipients have the right to an individualized plan of treatment services and to participate to the fullest extent consistent with the recipients' capacity in the establishment and revision of that plan.
- (2) Recipients have the right to a full explanation of the services provided in accordance with their treatment plan.
- (3) Participation in treatment in a clinic program is voluntary and recipients are presumed to have the capacity to consent to such treatment. The right to participate voluntarily in and to consent to treatment shall be limited only pursuant to a court order or in accordance with applicable provisions of law.
- (4) While a recipient's full participation in treatment is a central goal, a recipient's objection to his or her treatment plan, or disagreement with any portion thereof, shall not, in and of itself, result in his or her termination from the program unless such objection renders continued participation in the program clinically inappropriate or would endanger the safety of the recipient or others.
- (5) The confidentiality of recipients' clinical records shall be maintained in accordance with applicable State and Federal laws and regulations, which may include, but are not limited to section 33.13 of the Mental Hygiene Law, Article 27-F of the Public Health Law, the Health Insurance Portability and Accountability Act (HIPAA), and 42 CFR Part 2.
- (6) Recipients shall be assured access to their clinical records, including their mental illness diagnosis, consistent with section 33.16 of the Mental Hygiene Law and applicable Federal requirements.
- (7) Recipients have the right to receive clinically appropriate care and treatment that is suited to their needs and skillfully, safely and humanely administered with full respect for their dignity and personal integrity.
- (8) Recipients have the right to receive services in such a manner as to assure nondiscrimination.
- (9) Recipients have the right to be treated in a way that acknowledges and respects their cultural environment.
- (10) Recipients have the right to a reasonable degree of privacy consistent with the effective delivery of services.
- (11) Recipients have the right to freedom from abuse and mistreatment by employees.
- (12) Recipients have the right to be informed of the provider's recipient grievance policies and procedures, and to initiate any question, complaint or objection accordingly.

1. Talk with clinician. You may be able to work out any differences between you.
2. Ask to speak with the clinician's supervisor or clinic director.
3. Request a grievance form from staff or call 270-2807 to request the form. Fill it out and return it to the Mental Health Administrative Office to the attention of the Commissioner of Mental Health. You may also contact one or more of the following agencies:

Commissioner, Katherine G. Alonge-Coons LCSWR (518) 270-2807  
Ned Pattison Government Center  
1600 7<sup>th</sup> Ave  
Troy, N.Y. 12180

NYS Office of Mental Health Customer Relations 1-800-597-8481  
44 Holland Ave, Albany, N.Y. 12229

NYS Office of Alcoholism and Substance Abuse Services 1-800-553-5790  
1450 Western Ave, Albany, N.Y. 12205

Alliance of the Mentally Ill of NYS (518) 462-2000  
260 Washington Ave, Albany, N.Y. 12210

Disability Advocates, Inc. (518) 432-7861  
5 Clinton Square, Albany, N.Y. 12207

NYS Justice Center (855) 373-2122 (Report abuse and neglect)  
(800) 624-4143 (Information and referral)