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SUMMARY OF CONSUMER RIGHTS AND RESPONSIBILITIES

When you receive services from Family Ties, your rights are protected by the Georgia Department of Human Resources. A full copy of the rules is available to you at the program where you are served. Below is a simplified outline of those rights.

Your rights include:

1. The right to care suited to your needs.
2. The right to receive services that respect your dignity and protect your health and safety.
3. The right to be informed of the benefits and risks of your service plan.
4. The right to participate in planning your own program.
5. The right to refuse service, unless a physician thinks that refusal would be unsafe for you or others.
6. The right to prompt and confidential services even if it is determined you are unable to pay.
7. The right to review your records with the physician unless he or she thinks it is not in your best interest.

8. The right to exercise all civil, political, personal and property rights to which you are entitled as a citizen.
9. The right to remain free of physical restraints or time-out procedures unless such measures are required for providing effective treatment, or protecting the safety of yourself or others.
10. The right to be free of physical, sexual or verbal abuse.
11. The right, if you are a residential consumer, to converse privately, to have reasonable access to a phone, to receive and send mail, to have visitors and to retain your personal effects and money.
12. The right to receive services without discrimination on the basis of political affiliation, religion, race, color, gender, sexual orientation, mental or physical handicap, national origin or age.
13. The right to file a complaint if you think any of these rights have been restricted or denied.
14. Right to obtain a copy of the program's most recent report of licensing inspection upon written request.
15. Right to request in writing a review of your file.
16. Right to be promptly informed of any changes to the treatment plan.

Your responsibilities:

1. To be honest with the staff providing services.
2. To cooperate in implementing and following your service plan.
3. To keep all appointments on time and give 24 hour notice if cancellation is necessary.
4. To respect the rights and confidentiality of other consumers.
5. To pay assessed fees at the time of service unless other arrangements have been made by your therapist. Refusal to pay fee may result in termination of services.

CONFIDENTIALITY

Please be advised:

Your records will be maintained according to strict guidelines regarding confidentiality. Your written permission is required to release any information.

Exceptions to the written consent are as follows:

- a. Intent you may have to harm yourself or others.
- b. Family Ties employees are "mandated" reporters and by law must report any suspected abuse, neglect, or domestic violence.
- c. Records, in certain circumstances, may be subpoenaed in court cases.

If you have any questions concerning any of the above, please consult with your Case Therapists.