

# PATIENT RIGHTS

## EACH PATIENT IN A HORIZON SUBSTANCE ABUSE OR MENTAL HEALTH TREATMENT PROGRAM HAS THE RIGHT:

1. To provide consent for treatment. Participation in treatment is voluntary. Horizon's chemical dependency and mental health services are provided under Parts 816, 820, 822 and 599 of the NYS Code of Rules and Regulations.
2. To confidentiality consistent with HIPAA, Title 42, Code of Federal Regulations, NYS Mental Hygiene Law.
3. To a full explanation of the services provided in accordance with their treatment plan, and to know the names of all staff members responsible for their care.
4. To an individually designed plan of treatment including specific goals based on his/her needs, which the patient has participated in developing to the extent of his/her capacity.
5. To not be terminated from treatment solely based on their objection to, or disagreement with, any portion of the treatment plan, unless such objection renders the patient's continued participation clinically inappropriate, or endangers the patient's or others safety.
6. To have access to their clinical record consistent with good clinical practice and applicable laws.
7. To receive clinically appropriate care and treatment that is suited to their needs, and is skillfully, safely, and humanely administered with full respect for their dignity and personal integrity.
8. To receive services which do not discriminate on the basis of race, religion or lack of religion, color, ethnicity, national origin, religion, sex, sexual orientation, gender identity and expression, physical, & mental attributes or abilities.
9. To receive services in a way that respects and acknowledges their cultural values, practices, and environment.
10. To an environment that maximizes privacy consistent with the effective delivery of services.
11. To freedom from threats, abuse and mistreatment by employees or other patients.
12. To be aware that Horizon has a policy for the management of clinical incidents.
13. To not receive services by staff members known to be under the influence of alcohol or illicit drugs, or by a previously addicted person known to be experiencing a relapse.
14. To obtain current information concerning his or her diagnosis, treatment, and alternate appropriate treatments in terms that s/he can be reasonably expected to understand.
15. To receive services in a physical environment which is safe, clean, reflective of human dignity, and conducive to effective treatment.
16. To receive treatment requiring the approval of a physician only upon written order of a physician (or extender) based on personal examination.
17. To receive information regarding the risks, benefits, and side-effects of any medication prescribed.
18. To examine and receive explanation of his/her bill regardless of the source of payment.
19. To be provided a notice of these rights upon admission.
20. To be informed of Horizon's Complaint Procedures, to initiate any question, complaint, or objection accordingly, and to be informed of other resources for assistance regarding their rights, including:

Anne D. Constantino  
President/CEO  
The Horizon Corporations  
55 Dodge Road,  
Getzville, New York 14068  
716-831-2700

NYS Office of Mental Health  
Quality Assurance Division  
44 Holland Avenue  
Albany, NY 12229  
1-800-597-8481  
*En Español:* 1-800-597-8481

Arlene Gonzalez-Sanchez,  
Commissioner  
NYS Office of Alcoholism  
and Substance Abuse Services  
1450 Western Avenue  
Albany, NY 12203-3526

NYS Justice Center  
161 Delaware Avenue  
Delmar, NY 12054-1301  
Client Abuse/Neglect Hotline  
1-855-373-2122

NYS Office of Mental Health  
Complaint Line  
1-800-597-8487

Protection and Advocacy for  
Individuals with Mental Illness  
237 Main Street, Suite 400  
Buffalo, NY 14203  
716-874-0650  
716-874-1322

NYS Office of Alcoholism  
and Substance Abuse Services  
Client Advocacy Unit  
501 7th Avenue  
New York, NY 10019  
1-800-553-5790

Alliance on Mental Illness:  
• NYS: 1-518-262-2000  
• NYS Helpline: 1-800-950-3228  
• Erie: 716-832-4035  
• Niagara: 716-754-7742