

CLIENT'S RIGHTS

As a client of Alta Behavioral Healthcare, you are guaranteed certain rights. If you are a parent or guardian of a minor who is a client of Alta, you act as the one legally entitled to receive, authorize or request these rights and privileges.

The following Client Rights are guaranteed to all clients of Alta Behavioral Healthcare:

1. The right to be informed of the rights described in this rule prior to consent to proceed with services, and the right to request a written copy of these rights.
2. The right to receive information in language and terms appropriate for the person's understanding.
3. The right to be fully informed of the cost of services.
4. The right to be treated with consideration, respect for personal dignity, autonomy, and privacy, and within the parameters of relevant sections of the Ohio Revised Code and the Ohio Administrative Code.
5. The right to receive humane services.
6. The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation.
7. The right to reasonable assistance, in the least restrictive setting.
8. The right to reasonable protection from physical, sexual and emotional abuse, inhumane treatment, assault, or battery by any other person.
9. The right to a current ISP that addresses the needs and responsibilities of an individual that specifies the provision of appropriate and adequate services, as available, either directly or by referral.
10. The right to actively participate in periodic ISP reviews with staff including services necessary upon discharge.
11. The right to give full informed consent to any service including medication prior to commencement and the right to decline services including medication absent an emergency.
12. The right to be advised of and refuse observation by techniques such as one-way vision mirrors, tape recorders, televisions, movies, or photographs, or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms.
13. The right to decline any hazardous procedures.
14. The right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.
15. The right to reasonable privacy and freedom from excessive intrusion by visitors, guests and non agency surveyors, contractors, construction crews or others.
16. The right to confidentiality unless a release or exchange of information is authorized and the right to request to restrict treatment information being shared.
17. The right to be informed of the circumstances under which an agency is authorized or intends to release, or has released, confidential information without written consent for the purposes of continuity of care as permitted by division (A)(7) of section 5122.31 of the Revised Code.
18. The right to have the grievance procedure explained orally and in writing, the right to file a grievance, with assistance if requested; and the right to have a grievance reviewed through a grievance process, including the right to appeal a decision.
19. The right to receive services and participate in activities free of discrimination on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.
20. The right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access. No right extends so far as to supersede health and safety considerations.
21. The right to have the opportunity to consult with independent specialists or legal counsel, at one's own expense.
22. No agency employee may be a person's guardian or representative if the person is currently receiving services from said facility.
23. The right to have access to one's own psychiatric, medical or other treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. If access is restricted, the treatment plan shall also include a goal to remove the restriction.
24. The right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.
25. The right to receive an explanation of the reasons for denial of service.
26. The right to choose to participate in agency client satisfaction surveys.

Alta Behavioral Healthcare
 711 Belmont Avenue, Youngstown, OH 44502
 142 Javit Court, Youngstown, OH 44515
 8255 South Avenue, Youngstown, OH 44512
 1950 Niles Cortland Rd N #10, Howland, OH 44484
 1960 E. County Line Rd., Mineral Ridge, OH 44440
Camp Challenge
 939 Wilkinson Ave., Youngstown, Ohio 44509