

# KNOW YOUR RIGHTS!

When you receive services from UNCG Psychology Clinic, you have certain rights, including the right to know about your rights.

This pamphlet outlines these rights and tells you what to do if you have questions or problems about your rights. As a client of the UNCG Psychology Clinic your rights include:

- 1) Right to dignity, privacy, humane care and freedom from mental and physical abuse, neglect and exploitation.
- 2) Right to receive treatment and other services which are geared to your age and to have a treatment plan written especially for you. Your plan must be put into use within 30 days of your acceptance as a client.
- 3) Right to know about the benefits or risks of the services you will receive and the right to agree to or refuse treatment. The ONLY time you can be treated without your consent is:
  - (a) in an emergency;
  - (b) when your treatment has been ordered by the court, if more than one professional agrees that you need that specific treatment in order to improve or to prevent harm;
  - (c) if you are under 18 years of age, your parents can give permission even if you object.
- 4) Right to be free from unnecessary or excessive medication.
- 5) Right to contact advocacy services.
- 6) Right to exercise all Civil Rights unless you have been declared incompetent by a court. (You can buy or sell property, sign a contract, register and vote, sue

others who have wronged you, and marry or get a divorce.)

- 7) Right to be informed of any restrictions or interventions which may be used and to certain safeguards and carefully controlled circumstances when interventions are used.
- 8) Physical restraints or seclusion (being placed in a locked room) may not be used unless it is necessary to prevent harm to yourself or others, or major property damage.
- 9) Right to present complaints or grievances through the UNCG Clients Rights Committee. Contact your therapist or the Clinic Director for details.
- 10) Right to be free from threat of unwarranted suspension or expulsion.
- 11) Right to confidentiality about your care. All records regarding your care will be treated as confidential documents. They will be sent or released to another person only with your signed consent. However, the law allows us to share information about your care under the following circumstances:
  - (a) Your next of kin may be informed that you are a client if it is in your best interest; and if you are under 18, your parents may be informed about your care when it is in your best interest and not considered to be harmful;
  - (b) With your permission, your next of kin, or a family member with an active role in your service, or another person whom you name, may be given information about your care;
  - (c) With any other person if you give us special permission;
  - (d) If you have a client advocate to work

in your behalf, the advocate may review your record with your permission;

- (e) If we are ordered by a court to release your record;
- (f) If our attorney needs to see your file because of a lawsuit or other legal proceeding on your behalf;
- (g) With your permission, if we transfer your care to another public agency;
- (h) If your treatment has been ordered by the court and we need to share information about you in order to manage your care;
- (i) With prison officials if you become imprisoned when officials believe you are in need of treatment;
- (j) If there is a medical emergency with another professional who is treating you;
- (k) With a physician or other professional who referred you to our facility;
- (l) If we believe that you are a danger to yourself or others, or if we believe that you are likely to commit a crime, we may share information with law enforcement.

The record of your treatment at UNCG is the property of the Psychology Clinic. North Carolina General Statute S 122-53(c) requires that:

*Upon request a client shall have access to confidential information in his client record except information that would be injurious to the client's physical or mental well-being as determined by the attending physician or, if there is none, the facility director. If the attending physician, or the facility director or her designee, has refused to provide confidential information to a client, the client may request that the information be sent to a physician or psychologist of the client's choice, and in this event the information shall be so provided.*

**The Psychology Clinic procedure for implementing the policy is as follows:**

1. The client requesting the information from their file must first come to the Psychology Clinic and fill out the appropriate Release of Client Information forms.
2. The signed forms and file will then be submitted to the executive committee for review.
3. The executive committee will evaluate the request and determine if and what information shall be released to the client.
4. In releasing the committee approved information, the therapist and the clinic supervisor of the case will meet with the client for consultation and to release the information.
5. Following the consultation the client will be required to sign a form stating the information has been released to them.

### ???QUESTIONS???

If there is any information in this pamphlet that you do not understand, you may ask...

- your therapist
- the Clinic Assistant Director
- the Clinic Director

If you think that you have been denied your rights, you may want to contact...

- a family member or friend
- the UNCG Client Rights Committee
- a client advocate or attorney

**If you need further help, you may call the following numbers Monday through Friday during regular work hours.**

- *UNCG Psychology Clinic* at 336-334-5662
- *The Governor's Advocacy Council for Persons with Disabilities* at 1-800-821-6922
- *The North Carolina Mental Health Consumer's Organization, Inc.* at 1-800-326-3842
- *The North Carolina CARELINE* at 1-800-662-7030

## CLIENT RIGHTS



### A Summary of the Provisions of Article 3 in Chapter 122C of the North Carolina General Statutes

Prepared by  
UNCG Psychology Clinic