

## Your Rights as a Patient of Chestnut Health Systems

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- The services of Chestnut Health Systems, Inc. (“Chestnut”) are accessible to everyone, regardless of race, gender, national origin, religion, ancestry, age, economic condition, HIV status, sexual orientation or disability.
- As a Chestnut patient, you cannot be deprived by Chestnut staff of any rights, benefits, or privileges guaranteed by law, the Constitution of the United States, or the Constitution of the State of Missouri solely because you are a recipient of services.
- Your rights are protected in accordance with applicable federal and state laws, including the Health Insurance Portability and Accountability Act of 1996, as amended (Pub. L. 104-191); the Health Information Technology for Economic and Clinical Health Act (Title XIII of Division A and Title IV of Division B of the American Recovery and Reinvestment Act of 2009, Pub. L. No. 111-5); the Federal Confidentiality of Alcohol and Drug Abuse Patients Records law and regulations (42 U.S.C. §290dd-2 and 42 C.F.R. Part 2, respectively); Chapter 630 of the Missouri Revised Statutes concerning the Department of Mental Health (RSMo. §§630.110 and 630.140); and the Americans with Disabilities Act of 1990 (42 U.S.C. §12101).
- Subject to applicable federal and state laws, you are entitled to have your health information kept confidential. You have the right to obtain a copy of Chestnut’s Notice of Privacy Practices, which explains your privacy rights and how Chestnut protects and may disclose your confidential health information. There are circumstances under which Chestnut staff are required or permitted by law to disclose your confidential health information, even without your permission, including:
  - ♦ Your information may be released to medical personnel responsible for your care in a life threatening situation or when your condition does not allow for you to sign a written consent.
  - ♦ Your information may be released to state agencies when mandated by state laws related to child abuse or neglect or elder abuse, neglect or financial exploitation.
  - ♦ Your information may be released when ordered by a court of law.
  - ♦ Your information may be released when necessary to coordinate your treatment.
- Missouri law makes special provisions for keeping information regarding HIV status confidential. Such information, including HIV testing and counseling, will be documented in a separate section of your patient record or a separate record with restricted access. Unless the law provides otherwise, this information will not be released to other agencies or shared among Chestnut staff.
- You have the right to be informed as soon as possible of the clinical staff person who will have primary responsibility for your treatment.
- You have the right to be treated in a humane and dignified manner. You have the right to be free from abuse and neglect while at Chestnut.
- You cannot be deemed incompetent without determination by a court of law. If appropriate, you, your family, and the court may be assisted in determining the need for guardianship through an independent assessment that ensures that you are the primary beneficiary of the recommendation.
- Your participation in Chestnut programs is voluntary. You have the right to refuse or discontinue treatment at any time with the understanding that Chestnut cannot be responsible for the consequences of leaving treatment against staff advice. By agreeing to continue in treatment, you also agree to comply with the conditions of participation established by Chestnut.
- You, and your family when appropriate, have the right to participate in developing your treatment goals and treatment plan. You, and your family with your consent, have the right to receive, upon request, a copy of your treatment plan; explanations of any method of treatment

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used; information about alternative treatment programs or methods; and information about consultations from other treatment professionals.

- Chestnut offers many treatment options and you have the right to be treated in the least restrictive clinically appropriate setting available. You have the right to prompt and orderly transfer of care to others should Chestnut be unable to meet your individual service needs.
- Chestnut does not use mechanical or drug restraint and seclusion techniques. If your condition or behavior requires restraints or seclusion, Chestnut staff will assist in coordinating your referral to a more suitable agency or hospital. Chestnut will only use physical restraints in an emergency situation where you or someone else may be at serious risk of harm if restraint is not used.
- You have the right to be informed of and have the opportunity to consent, refuse to consent, or withdraw your consent to participate in audio/visual processes and/or research projects. Your decision will not affect your treatment status.
- Chestnut may discontinue providing services to you if, for example, you exhibit violent or threatening behavior; you commit an illegal act; you fail to comply with Chestnut policies or guidelines; you fail to follow treatment recommendations; you engage in behavior that detracts from the treatment experience of other patients; or you use alcohol or illicit drugs while on Chestnut property or bring alcohol or illicit drugs into the treatment facility. Chestnut will also discontinue providing services to you when you successfully complete your course of treatment.
- You have the right to be fully informed about all charges, sources of reimbursement, and limitations placed on your treatment by funding sources and/or third party payors. Installment plans are available to patients whose financial resources are limited.
- You have the right to express your opinions, recommendations, concerns or complaints about Chestnut. Chestnut will promptly investigate any grievance you express and will make available to you its findings and actions taken.
  - ◆ If you or a member of your family has a grievance, you may register your complaint verbally or in writing with any Chestnut staff member. If your grievance is about a staff member, you should communicate your concern to the Program Director. If your grievance is about your Program Director, you should communicate your concern to the Regional Manager. If your grievance is about the Regional Manager, you should communicate your concern to the Chief Executive Officer.
  - ◆ All complaints will be reviewed at the earliest possible regularly-scheduled staff meeting. Emergency complaints will be dealt with immediately through consultation with appropriate clinical and administrative staff. Recommendations for resolution will be offered by the staff and the outcome will be communicated to you.
  - ◆ If your concern is about quality or safety, and you believe Chestnut has not addressed your concern, you may contact The Joint Commission via email at [complaint@jointcommission.org](mailto:complaint@jointcommission.org).
- You will not be denied, suspended or terminated from services or have services reduced because you exercise any of your rights.