

## **Patient rights**

As a patient of UMSL – Center for Behavioral Health, you have certain rights, and understanding your rights will help you get the best possible care.

We make every effort to:

Allow you to express a concern or complaint and receive a prompt response. You also have the right to file a formal grievance if you are not satisfied with the resolution of your complaint.

Clearly explain all CBH rules and regulations.

Give you the opportunity to examine and receive an explanation of your bill regardless of source of payment.

Inform you that we are a training center and you have the right to refuse treatment from a psychological trainee, intern or resident. You can request a consultation with another provider at any time.

Involve you in evaluation, treatment, and discharge planning and, with your consent, inform your current or future mental health providers of any recommendation we may have regarding your treatment.

Keep all communications and records about your care confidential. In general, you have the right to see all the information in your mental health records.

Provide all the information you need to make an informed decision about your care, including information about your options, risks and benefits, possible outcomes, possible deleterious effects and who is providing your care and costs.

Provide clearly written and spoken information in words you can understand.

Provide you with all available information about possible research participation and obtain your informed consent.

Provide you with freedom from restraints and seclusion of any form that is not medically necessary.

Respect your decision to refuse care.

Treat you with consideration and respect in a safe setting free from all forms of abuse and harassment. Your privacy is respected.

## **Patient responsibilities**

Patients and visitors have responsibilities. We ask that you make every effort to:

Alert your provider if you have concerns or feel your rights have not been properly respected.

Ask us for clear explanations and make informed decisions about your care and treatment.

Consider the rights of others and treat them with respect.

Follow all Center rules.

Follow the recommended treatment plan and keep your follow-up appointments or notify us when unable to do so.

Inform providers of your level of distress and the effectiveness of provided treatment.

Pay bills promptly and contact us if you have any questions or financial problems.

Relate full information about your health, mental health, medical history and insurance.

If you have a concern or question, you may tell any staff member and expect immediate help. It is your right to express a concern or a complaint and receive a quick response. Furthermore, all communications are guaranteed to be handled in a confidential manner. No adverse reaction will occur because of any comments you make. We value your opinion and use all comments, both positive and negative, to improve our services.

If you would prefer to put your comment in writing, you may use a complaint form available at CBH or send a letter, email or fax.

Send your comment to:

Director, UMSL – Center for Behavioral Health

12837 Flushing Meadows Drive,

St. Louis, MO 63131

Email: [cbh@umsl.edu](mailto:cbh@umsl.edu)

Fax: 314-516-4863