

## YOUR RESPONSIBILITIES

As a consumer, you have the right to know the Center's expectations while you are in treatment.

As a consumer, we ask that you:

- Actively and earnestly cooperate in your treatment.
- Keep all scheduled appointments, or if necessary, notify the center 24-hours in advance of your need to cancel.
- Share your prepared Mental Health Advance Directives with your treatment team.
- Promote your safety by being an active, involved, and informed member of your treatment team.
- Ask questions if you are concerned about your treatment.
- Recognize and respect the rights and privacy of other consumers and staff.

## CHARGES

As a consumer:

- You are responsible for paying for each service at the rendering of said service.
- You are responsible for contacting the billing department for payment arrangements if needed.
- You are responsible for requesting to be considered for alternative payment options, i.e., County Funding, SCA, or a sliding fee scale.
- Medicaid consumers are not responsible for payment.



For more information, please  
visit our website or call the  
toll-free number below.

[thecgc.com](http://thecgc.com)

888.686.1991



## PATIENT RIGHTS & RESPONSIBILITIES

*The staff and administration of the Community Guidance Center (Center) would like to communicate with you throughout treatment openly and would like to advise you of your rights and responsibilities. Here at the Center, we are committed to honoring your rights and partnering with you to maximize your treatment outcome.*

## YOUR RIGHTS

The Center complies with applicable Federal civil rights laws and delivers all services without regard to a physical disability, race, culture, income, sex, sexual choices, or age. As a consumer, you have the right to competent, timely treatment delivered in a respectful and dignified manner by a qualified professional. You have the right to receive the treatment recommended by our treatment team and participate in the formulation of your treatment plan. All communication with the Center is treated in a confidential manner, as outlined in our privacy notice (available at your request and on our website).

## FREEDOM OF CHOICE

You have the right to:

- Choose a provider that will best suit your needs. If you are dissatisfied with the provider assigned to you, please utilize open communication and discuss your concerns with the departmental director. You can contact the front desk, and the receptionist will transfer you to the appropriate person.
- Be notified if changes need to be made regarding your care that we include you in the decision-making process.
- Select another agency for your treatment needs. If you would like assistance choosing another provider, please contact your insurance company, County authority, or the Single County Authority (SCA) in your area. They will help you establish services at another provider.

## FEDERAL & STATE LAW

Federal regulations called the “HIPAA Privacy Regulations” as well as the “42 CFR Part 2” require the Center to comply with standards intended to protect the confidentiality of your health information. We also are required to follow PA law, and these laws may be more stringent. The PA laws may provide tighter restrictions to protect your health information. If you are receiving services at the Center, we will comply with the laws that offer you the most significant protection of your health information.

## PRIVACY & CONFIDENTIALITY

You have the right to:

- Provide authorization to release your information to another person or entity.
- Revoke your authorization at any time.
- Review written notice that explains how your personal health information will be used and shared with other health care professionals involved in your care.
- Review, amend, and request copies of your record unless restricted for medical or legal reasons.

## MENTAL HEALTH ADVANCE DIRECTIVES

You have the right to:

- Obtain a Mental Health Advance Directive, which are legal documents prepared if you can no longer make mental health care decisions on your own due to an illness.
- Request information on establishing a Mental Health Declaration or a Mental Health Power of Attorney by contacting an advocacy group such as the Mental Health Association in PA at 1-866-578-3659 or by email at [Info@mhapa.org](mailto:Info@mhapa.org).

## GRIEVANCE PROCEDURES

You have the right and responsibility to voice your concerns through the following grievance procedure:

- You should first attempt to resolve your concerns by contacting your therapist/caseworker.
- Once requested, your therapist/caseworker will schedule a meeting within 5 working days.
- If you cannot resolve your concerns, you may request to speak with his/her supervisor. The supervisor and therapist/caseworker will meet with you within 5 working days of your request.
- You will receive a written decision within 5 working days of your meeting.
- If you are not satisfied with your decision, you may file an appeal in writing to the Chief Quality Officer (CQO). The CQO will respond within 10 working days after receipt of the grievance.
  - Julie Campisano, CQO, 793 Old Route 119 Hwy. North, Indiana, PA 15701

If you feel the CQO did not address your concerns, you may file an additional appeal, in writing, by contacting the County Administrator or Single County Authority in your County of residence.

- For Armstrong or Indiana County residents, contact: Armstrong/Indiana Behavioral & Developmental Health Program, 120 South Grant Ave., Ste 3, Kittanning, PA 16201, or 300 Indian Springs Road, Ste 113, Indiana, PA 15701
- For Clearfield or Jefferson County residents, contact: Community Connections, 375 Beaver Dr., Ste 100, Dubois, PA 15801
- Clearfield/Jefferson D&A consumers, contact: Clearfield-Jefferson Drug and Alcohol Commission, 480 Jeffers Street, Dubois, PA 15801
- For Clarion County residents, contact: Clarion County Human Services/MHDDEI, Clarion County Human Services Building, 214 South 7th Avenue, Clarion, PA 16214
- For Cambria County residents, contact: Cambria County BH/ID/EI Programs, Central Park Complex, 110 Franklin Street, Ste 300, Johnstown, PA 15901
- For Cambria County D&A consumers, contact: Cambria County Drug and Alcohol Program, 100 Franklin Street, Ste 300, Johnstown, PA 15901
- For Westmoreland County residents, contact: Westmoreland County BH/DS, 40 N. Pennsylvania Ave., First Floor, Ste 110, Greensburg, PA 15601

## ADVOCACY PROGRAMS

You have the Right and Responsibility to:

Contact an advocacy organization if the grievance process did not find a resolution to your problem.

- Pennsylvania Protection and Advocacy Inc., 301 Chestnut St, Suite 300, Harrisburg, PA 17101.
- Office of Mental Health & Substance Abuse Svcs., 301 5th Avenue, Suite 480, Pittsburgh, PA 15222.
- Bureau of Hearing and Appeals, Department of Public Welfare, 330 Vartan Way, Second Floor, Harrisburg, PA 17110.
- Commonwealth of PA DHS Bureau of Equal Opportunity, Room 225, Health and Welfare Building, PO Box 2675, Harrisburg, PA 17105.
- Office of Civil Rights, U.S. Dept. of Health and Human Svcs., Suite 372, Public Ledger Bldg., 150 South Independence Mall, West Philadelphia, PA 19106.
- Pennsylvania Human Relations Commission, 333 Market St., 8th Floor, Harrisburg, PA 17105.