



Rights and Responsibilities

Your Rights:

As someone seeking mental health services, you have rights. These rights are listed below.

- You have the right to be treated with respect and dignity;
- You have the right to be informed at the start of services, and periodically thereafter, of the rights guaranteed in this rule;
- You have the right to be informed of the policies and procedures, service agreement and fees applicable to the services provided, and to have a custodial parent, guardian, or representative, assist with understanding any information presented;
- You have the right to have family involvement in service planning and delivery;
- You have the right to choose from available services and supports, those that are consistent with your Individual Service and Support Plan (ISSP) and provided in the most integrated setting in the community and under conditions that are least restrictive to your individual liberty, that are least intrusive to you and that provide for the greatest degree of independence;
- You have the right to confidentiality, and the right to consent to disclosure in accordance with ORS 107.54, ORS 179.505, ORS 179.507, ORS 192.515, ORS 192.507, 42 CFR part 2 and 45 CFR Part 205.50;
- You have the right to give informed consent in writing prior to the start of services, except in a medical emergency or as otherwise permitted by law. Minor children may give informed consent to services in the following circumstances:
 - Under age 18 and lawfully married;
 - Age 16 or older and legally emancipated by the court; or
 - Age 14 or older for outpatient services only;
- You have the right to participate in the development of a written ISSP, receive services consistent with that plan, and participate in periodic review and reassessment of service and support needs, and to receive a copy of the written ISSP;
- You have the right to receive prior notice of service conclusion or transfer, unless circumstances necessitating service conclusion or transfer pose a threat to health and safety;
- You have the right to inspect your Individual Service Record in accordance with ORS 179.505;
- You have the right to make a declaration for mental health treatment when legally an adult;
- You have the right to not participate in experimentation;
- You have the right to receive medication specific to your individual diagnosed clinical need;



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- You have a right to file grievances, including appealing decisions resulting from the grievance;
- You have the right to be free from seclusion and restraint, except as regulated in OAR 309-032-1540(9);
- You have the right to be free from abuse or neglect and to report any incident of abuse or neglect without being subject to retaliation;
- You have the right to religious freedom;
- You have the right to exercise all rights set forth OAR 309-032-1510 and ORS 426.385 (if you are committed to DHS) without any form of reprisal or punishment.

Your Responsibilities:

You have certain responsibilities to help us provide the best and most appropriate services to you.

1. You have a responsibility to treat the clinician(s), support staff, and other members of the Valley Mental Health team with respect.
2. You have a responsibility to keep your appointments and be on time. If you are unable to keep your appointment, you have a responsibility to call 24 (twenty-four) hours prior to your appointment to notify your therapist. It is also common courtesy to call if you expect to be late. Valley Mental Health may choose to terminate services with you if you miss three appointments.
3. You have the responsibility to use emergency and on-call pagers and telephone numbers appropriately. This does not include canceling or requesting appointments.
4. You have a responsibility to be honest and provide truthful information to your clinician(s) so that they can provide you with correct care.
5. You have a responsibility to assist your clinician(s) to get your previous mental health records and to get useful information from other providers. Coordinating your mental health care with your primary care provider is important to your health.
6. You have a responsibility to ask questions about your diagnosis, your treatment, and anything else you do not understand.
7. You have not only the right, but also a responsibility to participate in creating your ISSP. Your input is necessary to make it reflect your needs.
8. You have a responsibility to follow your ISSP. If you cannot follow your ISSP or cannot do what your clinician(s) suggest, you have a responsibility to tell your clinician(s) your concerns.