



Statement of Client's Rights

CLIENT'S RIGHTS

As a client of LRADAC, you have the following rights:

- To be treated with respect and dignity in an environment that affords security and privacy; and ensures your safety and the safety of your personal property.
- To receive services that are protected under the laws of confidentiality and to receive a Privacy Notice as well as other information concerning your rights in regard to the use, storage and disclosure of healthcare information;
- To receive services regardless of sex, race, color, religion, national origin, ancestry, age, gender identity, sexual orientation, marital status, genetic information, physical or mental impairment, or personal ability to pay;
- To know the reasons for or purpose of the services provided and to consent to receiving these services;
- To receive an individual evaluation and treatment based upon your needs, abilities, preferences and goals, including your active participation in the development of your individualized treatment plan;
- To ensure that your needs and preferences are not neglected and to receive any information needed to make informed decisions concerning the services you receive;
- To express your preferences concerning the choice of case manager, counselor or other service provider;
- To review your records upon reasonable request and as provided by law;
- To refuse treatment or withdraw from services at any time without affecting re-entry at a later time.*
- To be free from physical abuse, sexual abuse, neglect, harassment and physical punishment imposed by program employees;
- To be free from psychological abuse, including humiliating, threatening and exploitive action on the part of program employees;
- To be free from fiduciary abuse associated with program employees holding in trust anything of value that belongs to you;
- To be informed of and treated in compliance with the agency's policy on seclusion, restraint, special treatment interventions and the restriction of rights;
- To receive assistance from the program in facilitating access and referral to guardians, conservators, self-help groups, advocacy and legal services; and
- To have privacy during visits unless contraindicated in the recovery and treatment process or as ordered by a physician or other authorized healthcare provider.

*Withdrawal from participation in some programs may necessitate a delay in your readmission. Also, if your participation in this program is the result of involvement with the criminal justice system, your legal status may be jeopardized by withdrawal without court, probation or parole permission. Please make certain of your individual situation before withdrawing.

Complaints and Grievances

In the event that any client believes that he/she has been treated unfairly or their rights violated, he/she is entitled to make a complaint or file a grievance, with assurance that retaliation for such is prohibited. Should satisfactory resolution not be reached, you may contact, DHEC, Bureau of Health Facility Licensing, 2600 Bull Street, Columbia, S.C. 29201, 803-545-4370.