



PATIENT'S RIGHTS

As a patient of Family Services, Inc. you are entitled to the following rights:

- 1) You are entitled to an individualized plan of treatment and to participate to the fullest extent possible in the establishment and review of that plan.
- 2) You have the right to a full explanation of the services provided in accordance with your treatment plan.
- 3) You have the right to participate in outpatient treatment on a voluntary basis.
- 4) You have the right to object to your treatment plan or any part of it, and your objection shall not, in and of itself, result in the discontinuation of services.
- 5) You have the right to the confidentiality of your records. Information in your record shall be communicated to individuals outside the behavioral health center only at your written request, or in response to a valid subpoena from a court, or to make a report of possible child abuse or neglect, or in the case of a psychiatric emergency.
- 6) You have the right to access to your record consistent with Section 33.16 of the Mental Hygiene Law.
- 7) You have the right to receive clinically appropriate care and treatment that is suited to your needs and that is skillfully, safely, and humanely administered with full respect for your dignity and personal integrity.
- 8) You have the right to receive services in a non-discriminatory manner.
- 9) You have the right to be treated in a way which acknowledges and respects your cultural background and identification.
- 10) You have the right to the maximum amount of privacy consistent with effective treatment.
- 11) You have the right to freedom from abuse and mistreatment by staff.
- 12) You have the right to be informed of the clinic's grievance policies and procedures and to initiate any question, complaint, or objection with the clinic procedures and to initiate any question, complaint, or objection with the clinic director or any staff member.
- 13) You have the right to request information on completing an advanced directive.
- 14) You have the right to contact the Vice President for Behavioral Health at (845) 486-2703, ext. 1327 if you feel any of these rights have been violated.
- 15) You have a right to request a change in therapist.



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Deputy Commissioner
Dutchess County Department of
Behavioral and Community Health
230 North Road
Poughkeepsie, NY 12601
(845) 486-3791

Katrina Williams, LCSW-R, CASAC
Deputy Commissioner
Ulster County Department of Mental Health
239 Golden Hill Lane
Kingston, NY 12401
(845) 340-4143

New York State Office of Mental
Health Customer Relations
44 Holland Ave.
Albany, NY 12229
(800) 597-8481

National Alliance for the Mentally Ill Of NYS
Mid-Hudson Affiliate
260 Washington Ave
Albany, NY 12210
(845) 297-6440

New York State Justice Center
for the Protection of People
with Special Needs
161 Delaware Ave
Delmar, NY 12054
(518) 549-0200

NYS Commission on Quality of
Care for the Mentally Disabled
99 Washington Ave., Suite 1002
Albany, NY 12210
(800) 624-4143