

**Innovative Counseling, Inc.**  
**Clinical Manual**

**Patient Rights**

- I. Patient Rights:
- a. Upon arrival at the clinic for an initial evaluation, clinic clients receive a copy of the “Patient Bill of Rights” which is discussed orally with them prior to treatment.
  - b. Printed version of these patient rights is displayed in the patient waiting area.
  - c. Long term clients who receive services over an extended period of time will be renotified of their rights on at least an annual basis.
- II. Denial of Patient Rights:
- a. Limitations of patient rights exists only when the clinical director of Innovative Counseling or designee has reason to believe the exercise of the right would create a security problem, adversely affect the patient’s treatment, or seriously interfere with the rights or safety of others.
  - b. If a denial or limitation is necessary, written notice will be provided to the patient and/or guardian within 2 calendar days and a copy placed in the patient’s treatment record. See “Notice of Denial or Limitation of Patient’s Rights” form. Services in in-home program may be suspended with verbal notice if a safety issue is involved.
  - c. The written notice will inform the patient or guardian of the right to an informal meeting with the decision maker, state the specific reasons fro the denial, the expected time limit for the denial, and state the conditions under which the right would be restored.
  - d. An informal meeting will be held within 3 days after receipt of written request. The clinic director or designee shall notify the client’s rights specialist within 2 days. The director shall consider all relevant information submitted by or on behalf of the patient prior to rendering a decision.
  - e. Each service provider shall assist the patient in exercising all patients rights.
- III. Prompt and Adequate Treatment:
- All patients shall be provided prompt and adequate evaluations and treatment. Patients shall be scheduled for the first requested available appointment opportunity.

IV. Medication and other Treatment:

- a. Each Innovative Counseling client shall be informed of his/her treatment and care plan and shall be permitted and encouraged to participate in planning.
- b. Any patient who does not agree with all or part of his/her treatment plan will be permitted a second consultation for review of treatment plan.
- c. A patient may refuse medication and/or other treatment provided in the outpatient setting.
- d. Any patient who refuses medications and/or any other outpatient treatment plan shall be encouraged to consider referral to another appropriate treatment source.
- e. Medication/Treatment Plans:
  - i. The reasons for the initial use of medications including diagnosis and descriptions of the patient's behaviors/symptoms and for any changes in prescribed medication regimen will be documented in the client's clinical record.
  - ii. Documentation of reasons for emergency treatment provided to the patients is included in the patient's clinical record.
  - iii. Documentation in the record regarding treatment shall be specific and objective and adequately explain the reasons for any conclusions/decisions made regarding treatment/medications.
  - iv. All requests for medication and/or medication changes are to be facilitated through the patient's therapist and forwarded to Edward S. Orman, MD or referring physician.
  - v. Any changes made in the patient's medication will be noted in the clinical record by Edward S. Orman, MD or the patient's therapist.
  - vi. Medications will be routinely reviewed by the physician during regular medication checks with the patient or during regular supervision times with the therapist and the review will be noted on the 90 day review sheet, progress notes or medication check note.

V. Filming and Taping:

No patient may be recorded, photographed, or videotaped for any purpose without permission. Permission may be granted by the patient for educational or treatment purposes.

VI. Informed Consent:

- a. All clinical patients will be provide specific, complete, and accurate information about their proposed treatment relating directly to their mental illness, developmental disability, alcoholism or drug dependency including:
  - i. The benefits of proposed treatment/services.
  - ii. The way treatment is to be administered and services provided.
  - iii. The expected side effects or risks which are a reasonable possibility (including possible medication side effects). Client will sign that they have been informed by the prescribing physician the possible side effects of any medication prescriptions written at Innovative Counseling.
  - iv. Alternative treatment modes and services.
  - v. Probable consequences of not receiving proper treatment and services.
  - vi. Time period (no longer than 15 months from time of consent given) in consent effective.
  - vii. The right to withdraw the informed consent at any time in writing.
- b. The informed consent document will be easily understood and is only valid if the patient is considered competent to sign it or if signed by a parent of a minor or legal guardian of an incompetent patient.
- c. In the treatment of a minor and where treatment has been arranged in advance by the parent or in an emergency situation, oral consent from the parent may be obtained after explaining the details verbally and will be documented as such in the patient's record. Verbal consent shall be valid for 10 days, during which time informed consent in writing shall be obtained.
- d. Informed consent shall be obtained during the assessment of services prior to actual treatment, except in the cases of an emergency due to time and distance.
- e. Each patient, or guardian of a minor shall be given a copy of the informed consent.