

CAROLINA BEHAVIORAL CARE, PA Patient Bill Of Rights

We at Carolina Behavioral Care view health care as a partnership between you and your caregivers. We respect your rights, values and dignity. We also ask that you recognize the responsibilities that come with being a patient, both for your own well-being as well as for that of your fellow patients and caregivers. Please read and exercise these rights and responsibilities as outlined here. Should you or your designated guardian, advocate, or representative feel at any time that your rights have been abridged, please contact the Office Manager at the CBC office where you receive care.

Patient Rights:

- Per General Statutes 122C-51, you have the right to safe, high quality, medical treatment, including access to medical care and habilitation, regardless of age or degree of mental illness, developmental disabilities, or substance abuse, without discrimination, that is compassionate and respects personal dignity, values and beliefs.
- Per 10A NCAC 27D.0303(C) in accordance with G.S. 122C-57(d), you have the right to participate and make decisions about your care, including the right to consent to or to refuse care to the extent permitted by law. Your care provider (doctor, nurse, etc.) will explain the medical consequences of refusing recommended treatment. Consent for treatment may be withdrawn at any time. Contact your local CBC office to complete the necessary paperwork to begin this process.
- You have the right to have your illness, treatment, alternatives and outcomes be explained in a manner you can understand. You have the right to interpretation services if needed.
- You have the right to know the name and role of your care providers (doctor, nurse, etc.). At your request, you have a right to a second opinion.
- You have the right to request that a family member, friend and/or physician be notified that you are under the care of this facility.
- You have the right to be informed about transfers to another facility or organization and be provided complete explanation including alternatives to a transfer.
- You will receive information about continuing your health care at the end of your visit.
- You have the right to know the policies that affect your care and treatment.
- You have the right to participate in or decline to participate in research. You may decline at any time without compromising your access to care, treatment and services.
- You have the right to private and confidential treatments, communications and medical records to the extent permitted by law. The release/disclosure of information may only occur with a consent unless it is an emergency or for other exceptions as detailed in the General Statutes 122C-52 through 122C-56 or in 45 CFR 164.512 of HIPAA.
- You have the right to receive information concerning your advance directives, (living will, health care power of attorney, or mental health advance directives), and to have your advance directives respected to the extent permitted by law.
- Per 10A NCAC 27D.0201(3), you have the right to obtain a copy of your treatment plan or access your medical records in a reasonable timeframe, to the extent permitted by law. Contact your local CBC office to obtain and complete a Release of Information to begin the process of obtaining a copy of your treatment plan or to access your medical records.

- You have the right to be informed of charges and receive counseling on the availability of known financial resources for health care.
- You have the right to be free from restraints.
- You have the right to access advocacy or protective service agencies and a right to be free from abuse. Per 10A NCAC 27D.0201 as specified in G.S. 122C, Article 3, you have the right to contact Disability Rights North Carolina (formerly the Governor's Advocacy Council for Persons with Disabilities). The contact information for Disability Rights NC is: Toll-free 877-235-4210. Phone: 919-856-2195. TTY: 888-268-5535. Fax: 919-856-2244. Email: info@disabilityrightsn.org and office address: 3724 National Drive, Suite 100, Raleigh NC 27612.
- You and your family have the right to have your compliments, concerns and complaints addressed. Sharing your concerns and complaints will not compromise your access to care, treatment and services. The contact information for compliments, concerns, complaints and grievances is Kimberly Wise, Administrator who can be contacted at telephone number 910-295-6007, via email at kwise@carolinabehavioralcare.com, or via U.S. Mail to 289 Olmsted Blvd., Pinehurst, NC.
- Contact information for other NC State offices: Division of MH/DD/SA via 919-733-7011 or contactdmh@dhhs.nc.gov; NC DHHS via phone 919-855-4800; NC Licensing Board via phone 844-622-3572 or 336-217-6007; NC Medical Board via mail at PO Box 20007, Raleigh NC 27619, Phone: 800-253-9653, 919-326-1100 or 919-326-1107, fax 919-326-1130 or 919-326-1131; Sandhills Center for MH/DD/SAS via phone 910-673-9111, fax 910-673-6202, 24-hour access/crisis number 800-256-2452. Alliance Behavioral Healthcare via 24-hour access number 800-510-9132; and Cardinal Innovations Healthcare via 24-hour access number 800-939-5911.

Patient Responsibilities:

- You are responsible for providing as much information as possible about your health, medical history, and insurance benefits.
- You are responsible for asking the care provider when you do not understand medical words or instructions about your plan of care.
- You are responsible for following your plan of care. If you are unable/unwilling to follow the plan of care, you are responsible for telling your care provider. Your care provider will explain the medical consequences of not following the recommended treatment. You are responsible for the outcomes of not following your plan of care.
- You are responsible for following the facility's rules and regulations.
- You are responsible for acting in a manner that is respectful of other patients, staff and facility property.
- You are responsible for meeting your financial obligation to the facility.

Privacy Officer

The Privacy Officer for Carolina Behavioral Care is Kimberly Wise, Administrator who can be contacted at 289 Olmsted Blvd., Pinehurst, NC. The telephone number is 910-295-6007.