

# *Ann Anderson Counseling & Consulting*

## **CONSUMER RIGHTS AND RESPONSIBILITIES**

Consumers have rights and responsibilities for their care.

### **Consumer Rights**

1. All consumers have the right to be treated fairly, with dignity and with respect for their right to privacy.
2. All consumers have the right to receive all health care services in a caring, non-judgmental way.
3. All consumers with communication-related disabilities have the right to receive any information in a format that meets their needs.
4. All consumers have the right to get health care services in a way that respects their culture, including interpreters for those who do not speak English.
5. All consumers have the right to take part in all health care decisions about them, including treatment and recovery planning and the right to refuse treatment.
6. All consumers have the right to understand any treatment to which they are agreeing ("Informed Consent").
7. All consumers have the right to choose someone to help with care choices.
8. All consumers have the right to get a second opinion from a provider at no cost. You can get a second opinion when you: (applies to Medicaid only)
  - a) Need more information about treatment.
  - b) Think the provider is not authorizing requested care.
9. All consumers have the right to make a complaint about their care or decisions about the care they are receiving without worrying. This complaint can be made to the New Mexico Social Examiners Board, Santa Fe, New Mexico. Toney Anaya Building, 2550 Cerrillos Road, **Santa Fe**, NM 87505.
10. All consumers have the right to choose their providers. If you want another therapist, let me know and I will help you find another therapist.
11. All consumers shall have the right to have psychiatric advance directives (PAD). A PAD is a legal document allowing a consumer to direct his or her behavioral health treatment/wellness management if he or she cannot make or communicate decisions about that treatment. A PAD can say which people the consumer does or does not want to make choices on his or her behalf. PLEASE ask for PAD if you would like me to help you write one.
12. All consumers have the right to see their own mental health and substance abuse treatment records based on federal and New Mexico laws and rules and to restrict access to those records based on these laws and rules.
13. All consumers have the right to ask for and get information about Ann Anderson Counseling & Consulting, including my services, its network providers and how to access them.

### **Consumer Responsibilities** Please review your responsibilities:

1. All consumers are responsible for providing, whenever possible, any information to Ann Anderson Counseling & Consulting that provides the consumer with quality care.
2. All consumers are responsible for understanding their health problems and shall participate in developing mutually agreed upon treatment and recovery goals.
3. All consumers are responsible for following these agreed-upon treatment and recovery plans and to let providers know if changes are needed.
4. All consumers are responsible for respecting their providers by keeping, changing, or canceling appointments instead of not showing up.
5. All consumers are responsible for knowing what their co-pay is and paying the co-pay at the time of the appointment.