

CONSUMERS RIGHTS

Consumer rights: You have the right as a consumer of FHC or a consumer of any of FHC clients to:

- 1- Get information about your rights
- 2- Receive treatment or care with dignity and respect
- 3- Be treated as an individual
- 4- Get care regardless of race or religion
- 5- Get care regardless of gender or sexual preference
- 6- Get care regardless of age or disability
- 7- Privacy
- 8- Speak to FHC staff in your own language, if you need a translator. FHC will make it available at no cost for you
- 9- An honest talk about all treatments that might help even if your insurance does not cover them.
- 10- Be told the rules about participating in your care
- 11- Be involved in making your own care plan
- 12- Be told the good and bad about medications or procedures that might help before you get them
- 13- Be allowed to refuse treatment and to know the consequences of your decision
- 14- Stay with your therapist as long as he or she stays in the network, to be told ahead of time if your therapist ceases his or her relationship with the plan, and to be told what choices do you have if you have to switch therapists
- 15- Also, you have the right to know what to do during an emergency
- 16- To tell your concerns, complaints and recommendations about FHC Services
- 17- Not be abused physically mentally or chemically
- 18- To be referred to the best therapist for your situation and to request to change your therapist if you do not think the treatment is helping you.
- 19- To request another opinion regarding your treatment or diagnosis
- 20- To have FHC review a decision to deny payment of care by a doctor that did not deny the payment for care initially
- 21- To have FHC and your therapists resolve any payment issues among themselves without you being the affected party.

Consumer Responsibilities:

1. Give FHC and your therapists the information they need to facilitate your recovery
2. To use your mental health and Employee Assistance Program benefits for your recovery, not to bypass legal or disciplinary processes
3. To follow the terms of your benefit plan
4. To voice your complaints respecting the dignity of others