



RIGHTS OF RECIPIENTS SUMMARY

Department of Health & Human Services: Office of Behavioral Health Rights of Recipients of Mental Health Services

This is a summary of your rights as a recipient of services under the Rights of Recipients of Mental Health Services. You have a right to obtain a full copy of the Rights from this agency or from DHHS-Office of Behavioral Health, 41 Anthony Avenue #11 State House Station, Augusta, Maine 04333, Tel: (207) 287-2595; (TTY) Maine Relay 711. If you are deaf or do not understand English, a qualified interpreter will be made available at no charge so that you can understand your rights and understand your treatment.

1. **Basic Rights:** You have the same civil, human, and legal rights, which all Maine residents have. You have a right to be treated with courtesy and full respect for your individuality and dignity.
2. **Confidentiality and Access to Records:** No one else can see your record unless you specifically authorize them to see it, except in instances described in the complete rights book. You may add written comments to your record to clarify information you believe is inaccurate or incomplete. You have the right to review your record at any reasonable time.
3. **Individualized Treatment or Service Plan:** You have the right to an individualized plan, developed by you and your worker, based upon your needs and goals. The plan must be in writing and you have the right to a copy of it. The plan needs to specifically detail what everyone will do, the time frames and which the tasks and goals will be accomplished and how success will be determined. The plan must be based upon your actual needs and, if a needed service is not available, detail how your need will be met.
4. **Informed Consent:** No services or treatment can be provided to you against your will, unless you have a guardian who has consented, there is an emergency, or a special hearing about your treatment has occurred. You have the right to be informed (or if under guardianship the guardian has a right to be informed) of the possible risks and anticipated benefits of all services and treatment, including medications, in a manner which you understand. If you have any questions, you may ask your worker or anyone else you choose before making decisions about treatment or services.
5. **Assistance in the Protection of Rights:** You have the right to appoint a representative of your choice to help you understand your rights, protect your rights or help you work out a treatment or service plan. If you wish a representative, you must designate this person in writing. You can have access to the representative at any time you wish and you can change or cancel the designation at any time.
6. **Freedom from Seclusion and Restraint:** You cannot be secluded or restrained in an outpatient setting.
7. **Right to File a Grievance:** You have the right to bring a grievance to challenge any possible violation of your rights or any questionable practices. You have the right to have your grievance answered in writing, with reasons for the decisions. You may appeal any decision to the Office of Behavioral Health. You may not be punished in any way for filing a grievance. Contact: Karen Bate, Executive Director, 12 Bates Street Lewiston ME 04240 (207) 795-6710 x 200 to initiate the Grievance Process.
 - For additional help with grievances, you may contact the Office of Behavioral Health 41 Anthony Avenue #11 State House Station, Augusta, Maine 04333, Tel: (207) 287-2595; (TTY) Maine Relay 711 or Disability Rights Center, 160 Capital Street #4, Augusta Maine 04330, Tel : (207) 626-2774