

Capital Area Counseling Service, Inc.

Consumer Rights and Responsibilities

As a consumer of services provided by Capital Area Counseling Service, Inc., you have the following rights:

- All rights guaranteed under the Constitution and laws of the United States and the State of South Dakota;
- The right to refuse extraordinary treatment;
- The right to be free of any exploitation or abuse, including, for example, any financial or sexual relationship with any agency personnel or any member of the governing board;
- The right to seek and have access to legal counsel;
- The right to participate in decision making, related to treatment, to the greatest extent possible;
- The right to confidentiality of all records correspondence and information relating to the assessment, diagnosis, and treatment in accordance with 42 U.S.C. 290 dd-3 and ee-3 and 42 C.F.R. Part 2 (June 9, 1987);
- To have access to an advocate as defined in subdivision 67:61:01:01(4) and 67:62:01:01(2) or an employee of the state's designated protection and advocacy system.

The confidentiality of alcohol and drug abuse patient records maintained by this program is protected by federal law and regulations. 42 C.F.R. Part 1. See below:

Capital Area Counseling Service, Inc., may not tell a person outside the program that a patient receives services here, or disclose any information identifying a patient as an alcohol or drug abuser unless:

- 1) The patient consents in writing;
- 2) The disclosure is allowed by a court order; or
- 3) The disclosure is made to medical personnel in a medical emergency.

Violation of federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with federal regulations.

Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime.

Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

As a consumer of services provided by Capital Area Counseling Services, Inc., you have the responsibility:

- To be open with your counselor;
- To participate in your treatment and to cooperate fully with your counselor;
- To attend your appointment promptly and to notify staff when you will not be attending scheduled appointments;
- To treat staff with respect and courtesy;
- To pay the day of services unless other arrangements have been made; and
- To ensure that children who accompany you to the center are properly supervised.

The signatures below verifies that you fully understand the above consumer rights and responsibilities and have also received the Capital Area Counseling Service, Inc. Notice of Privacy Practices.

If you have any questions about your rights and responsibilities, please contact your counselor. If you believe your rights and have been violated in your contacts with Capital Area Counseling Service, Inc., please contact your therapist as soon as possible, or you may write the Chief Executive Officer. A written response will be returned within 14 days outlining the results of an investigation of the matter and/or steps which will be taken toward resolution of the grievance. You may also contact the South Dakota Department of Social Services, Division of Behavioral Health, 700 Governor's Drive, Pierre, SD 57501, telephone number, 605-773-3123.