



CareNet
Counseling

An affiliate of
Wake Forest Baptist Health

CLIENT RIGHTS AND RESPONSIBILITIES

All clients of CareNet Counseling East, have the

- Right to be treated well and have your privacy respected, and freedom from mental and physical abuse, neglect, exploitation, retaliation or humiliation.
- Right to live as normally as possible while receiving care and treatment.
- Right to culturally competent treatment, including access to medical care and habilitation, regardless of age or degree of mental illness, developmental disability or substance abuse .
- Right to a personalized and culturally appropriate service plan that focuses on your goals, needs and abilities, strengths, preferences, and cultural background and needs.
- Right to receive a copy of your treatment plan at any time during your treatment, by asking your counselor for a copy.
- Right to have this plan in place within 15 days of admission to CareNet Counseling East.
- Right to exercise the civil rights available to all citizens unless these rights have been limited by a court of law.
- Right to confidentiality. This means no one has access to your identity or health information without your written permission, except in special situations that are defined in the Notice of Privacy Practices and Consent to Treat.
- Right to services that are best suited for your age, level of need, and cultural background.
- Right to be completely informed in advance of the potential risks and benefits of different service choices.
- Right to be free from unnecessary medication.
- Right to consent to or refuse any service you have been offered unless: (a) in an emergency situation, (b) if service was ordered by the court, (c) you are under 18 years old, and your legally responsible person gives permission, even if you object. Refusal or expression of choice may pertain to service delivery, release of information, concurrent services, and composition of the service delivery team and/or involvement in research projects, if applicable.

Clients of CareNet Counseling East are

- Responsible to keep all scheduled appointments, and to call to cancel/reschedule within 24 hours.
- Responsible to provide as much information as possible about your health, medical history, and insurance benefits.
- Responsible to pay your bill in full at each appointment, or to provide current insurance information, so that insurance can be filed on your behalf. If you are having financial

difficulties, it is your responsibility to notify your counselor, and our business office so that alternative arrangements can be considered.

- Responsible to notify your counselor about any other care you are receiving, and about any medications you are taking, including any medication changes.
- Responsible to notify counselor/CareNet of any changes in insurance/payment responsibilities.
- Responsible to maintain confidentiality regarding any person encountered in the CareNet office.
- Responsible to participate in treatment planning.
- Responsible to participate consistently and to the best of your ability in therapy sessions, and to follow through with treatment plan responsibilities, including homework assignments. Failure to do so can result in referral to another clinician when it appears treatment is not being helpful.
- Responsible to treat staff and other consumers with the same courtesy you would expect.

I have been made aware of my rights and responsibilities.

_____ Date _____
Client Signature

_____ Date _____
Personal Representative/Guardian

_____ Date _____
Staff Signature

Disability Rights NC
3724 National Drive, Suite 100, Raleigh, NC 27612
Toll-Free 877-235-4210
TTY: 888-268-5535
Fax: (919)856-2244

NC Division of MH/DD/SAS
Advocacy and customer Service
3009 Mail Service Center
Raleigh, NC 27699
1-919-715-3197
Toll-Free:1-855-262-1946