



ExpertCare wants to ensure you are aware of your rights and that no one violates your rights. You should have received the “Your Rights” booklet from someone at the Community Mental Health organization for which you receive services. By law, ExpertCare must write its own Recipient Rights policies based on the law. You can listen to the podcasts of “Your Rights” by going to www.ExpertCare.com . Go to the Training Tab and then click on Podcasts of Your Rights. Or you can go directly to this address.
http://www.michigan.gov/mdch/0,4612,7-132-2941_4868_4901-16988--,00.html

Below are ExpertCare’s Recipient Rights Policies. Please read and review the policies, then sign the form acknowledging you have read these. If you have any questions about the policies, please contact ExpertCare at 866-812-8896.

RECIPIENT RIGHTS POLICIES:

ExpertCare Management Services is a provider agency which services Community Mental Health Agencies and their partners. This policy covers your rights as a Recipient when an ExpertCare caregiver is working with you in your home or out in the community. ExpertCare takes the necessary steps to ensure your rights are not violated while receiving services and support from our company.

Abuse and Neglect Policy

You have the right to be free from abuse and neglect. You have the Right not to be physically, sexually, or otherwise abused (including sexual harassment).



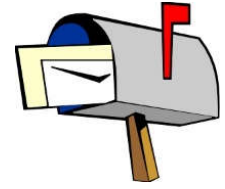
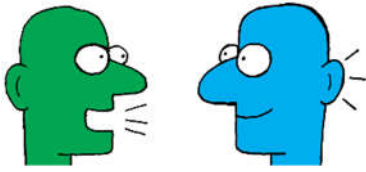
Change in Type of Treatment Policy

You have the right to receive help and support through a change in treatment. Caregivers should assist you with contacting a member of your support team with questions regarding your plan of service.



Communication and Visits Policy

You have the right to have support services provided to you as outlined in your plan of service. You have the right to private, complete, and unblocked communication with others by mail, telephone and face-to-face.



Comprehensive Examinations Policy

You have the right to receive help with transportation and setting doctor appointments that is directly related with your physical and mental health, as stated in your plan of service.



Confidentiality and Disclosure

You have the right that your personal health information (PHI) is kept confidential and private. Your information should only be shared to people you agree to share your information and we have your approval, in writing.



Consent to Treatment and Services Policy

You have the right to agree to receive treatment/services or release confidential information.



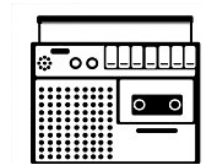
Rights to be Treated with Dignity and Respect Policy and to be Free from Humiliation

You and your family members have the right to be treated with dignity and respect.



Fingerprinting, Photographing, Audio Taping, and Use of One-Way Glass Policy

Staff may not take your photograph unless you or a guardian have agreed in writing. Staff is not allowed to post any pictures or videos on social media sites. You have the right to know about your rights when fingerprinted, photographed or audio/video taped and if being done during the use of one-way glass.



Medication Policy

You have the right to receive support for medication reminders, being observed when taking medication and being monitored for health and safety after medication has been taken.



Freedom from Retaliation

You have the right that ExpertCare will not take negative action against you or a family member for any reason, including complaints made about ExpertCare or ExpertCare staff.



Freedom of Movement Policy

You have the right to freedom of movement. ExpertCare does not allow the use of physical restraint or seclusion.



Property and Funds Policy

You have the right to receive, possess, and use all personal property and personal money unless limited by law or limited in your plan of service. Staff cannot use or borrow your money, credit cards, debit cards or receive gifts from you.



Caregivers are not allowed to sell you anything or request that you look at goods/services the Caregiver sells. Caregivers cannot leave catalogs or pamphlets for goods/services for you or your family.

Resident Labor Policy

You have the right to receive support services at work and work training sites as stated in your plan of service.



Right to Entertainment Material, Information and News Policy

You have the right to buy or read written or printed material of your choosing. You have the right to listen and watch television, radio, recordings or movies of your choosing. A caregiver cannot tell you what you can or cannot buy, read, listen to or watch. Any limits to your choices must be documented in your plan of service.



Use of Physical Management

You may not be physically managed by ExpertCare staff except in circumstances under the conditions set forth or other law. Any use of physical management must be reported to ExpertCare immediately.

Physical management is defined as being physically held with no more force than is necessary in order to prevent you from physically harming yourself or others.

Physical Management should only be used as a last resort after other ways of helping you calm down have been tried but failed.



Use of Restraint and Seclusion Policy

Restraint and seclusion are not permitted by ExpertCare staff. Physical restraint is defined as the use of any device to limit or stop your movement for the purpose of managing, controlling, or stopping very aggressive, self-hurting or other behaviors that place you or others at risk.



This definition of restraint does not include supports used in PT or OT exercises which are used for the purpose of maintaining or improving functioning.

Services Suited to Condition in a Least Restrictive Setting Policy

You have the right to receive services in a setting that allows you to learn at the level that is right for you.



Sterilization, Contraception, and Abortion Policy

You have the right to receive assistance with setting appointments for family planning and health services according to your request or finding resources to gain related information.



Treatment by Spiritual Means

You have the right to receive help finding resources for spiritual treatment if asked. You or your parent/guardian must agree to spiritual treatment.



Use of Psychotropic Drugs Policy

You have the right to be taken to the pharmacy to get your medication. You have the right to receive help and answers to questions about your medication from a professional.

