

CONCERN[®] Services

Client Rights and Responsibilities

You have the right to:

- *Receive information* about all services and providers available to you, including
 - clinical guidelines
 - your rights and responsibilities
 - and how to file a complaint or appeal about CONCERN Services or the care provided to you.
- File a complaint or appeal. Please call CONCERN Services at (513) 891-1627 or (800) 841-5002. Or you can write to:

CONCERN[®] Services
Quality Improvement Department
11121 Kenwood Road
Cincinnati, OH 45242

- *Maintain privacy.* Confidentiality is your right. No information regarding you or your problem can be released to anyone without your written consent, except as otherwise provided by law. (In cases of child abuse, elderly abuse or where a person may be a threat to his or someone else's safety, the clinician will notify the proper authorities.): If you are participating in group counseling it is vital that you keep what is said in the group confidential. Do not discuss what goes on in group with anyone outside of the group setting (this includes any discussions with other group members). You will be asked to sign releases to coordinate your care with other providers and your insurance.
- *Participate in decision-making regarding your treatment.* The clinician working with you will tell you about available treatment options, regardless of cost or benefit coverage. The clinician will then make a recommendation. The final decision on what to do is up to you.
- *Receive treatment* without discrimination as to age, race, color, religion, sex, national origin, source of payment, or handicap.
- *Voice opinions, concerns, complaints or appeals* about CONCERN Services or the care provided, and make recommendations about CONCERN Services policy regarding your rights.

Your responsibilities are:

- To *provide information* CONCERN Services and your providers need to deliver your care.
- To *participate* in understanding the problems that brought you to treatment, and in developing mutually agreed-upon treatment goals.
- To *follow the instructions and treatment procedures* that you and your provider have developed, or to communicate why you cannot follow them.


BethesdaTriHealthGood Samaritan

CONCERN[®] Services
a division of Corporate Health Services
11121 Kenwood Road
Cincinnati, Ohio 45242