

WHAT *can* YOU DO?

- Talk to your program rights advisor. Maybe together you can find a simple solution to your complaint.
- If that doesn't work, you can fill out a formal complaint. Your rights advisor has complaint forms.
- After you give your complaint to your rights advisor, the complaint will be investigated. You will get a written answer to your complaint within 30 working days.
- If you do not accept the written answer to your complaint, you have 15 working days to file an appeal to the regional rights consultant. Your rights advisor will provide you with appeal forms, or you can send for one by writing to the address on the back of this brochure.
- Within 30 working days, the regional rights consultant will give you a written answer to your appeal.
- If you don't agree with the written answer to your appeal, you can file another appeal to the state rights coordinator.



Your Program Rights Advisor:

David Garcia

Administrator

*Saginaw Chippewa Indian Tribe
Behavioral Health Program*

989.775.4850

For additional information or appeal form, write to:

Recipient Rights Coordinator

Michigan Department of Consumer
and Industry Services

Bureau of Health Services

Division of Licensing and Certification

Substance Abuse Quality Assurance and Licensing Section

P.O. Box 30664

Lansing, MI 48909

www.michigan.gov/recipientrights

KNOW *your* RIGHTS



Saginaw Chippewa Indian Tribe

Behavioral Health Program

2800 S. Shepherd Rd., Mt. Pleasant, MI 48858

Phone: 989.775.4850 | **Fax:** 989.775.4851

www.Sagchip.org/BehavioralHealth

— *Your Rights* —

We are dedicated to providing you with quality services. We also believe that as someone who is receiving services from our program, you should know your rights. You should know how to make a complaint if you believe any of your rights have been violated.

You have the right to know:

- How much our services cost, and how much you must pay.
- When violation of program rules could lead to your discharge.
- All about any drugs that are used in your treatment.
- If you, or information about you, will be used in any research or experiments.

You have the right to:

- All civil rights guaranteed by state and federal law.
- Suggest changes in our services.
- Expect us to look into your complaints.
- Help make up your own treatment plan.
- Refuse our services and be told what will happen if you do.
- Talk with your own doctor or lawyer.
- Obtain a copy or summary of your client record unless the program director recommends otherwise.

*You have the right to expect
that program staff*

WILL NOT:

- Abuse and neglect you.
- Give out information about you without your permission.
- Require you to be part of any research if you don't want to.

and

If you are in a hospital, halfway house, or other live-in setting, you have some additional rights.

All of these rights have some special limits. Check with your program rights advisor for further details. These additional rights include the right to:

- Know all the rules about having visitors.
- Not be restrained—physically or by drugs, unless authorized by a physician.
- Refuse to do work for us unless the work is part of your treatment plan.
- Have space to put your personal belongings.
- Keep your own money.

If you want to know more about your rights, please read the recipient rights poster in the lobby or ask the program rights advisor for a more complete list of your rights.

— *Your* — **RESPONSIBILITIES:**

- You are responsible for payment of your bill.
- You are responsible for knowing if your insurance company will pay for part or all of your bill.
- You are responsible for providing clear and accurate information about yourself.
- You are responsible for following rules of our program.
- You are responsible for being considerate of the rights of others who are recipients of services or are staff.

— *You and Your* — **RIGHTS ADVISOR**

If you think your rights have been violated at our program, please talk to your rights advisor. This person is interested in listening to your complaint and helping you find a solution.

Your rights advisor's name and phone number are on the back of this brochure. Please contact your rights advisor if you believe your rights have been violated.