



Consumer Rights

Persons admitted to a health care facility/Western Indiana Recovery Services are entitled to specific rights in regard to the administration of their care and treatment. Western Indiana Recovery Services acknowledges that each patient is entitled to:

1. Be free from discrimination regardless of age, race, ethnicity, culture, religion, sex, gender, sexual orientation, gender identity expression, socioeconomic status, and/or physical or mental disability.
2. Considerate and respectful care in a safe setting (free from abuse, neglect, financial, or other exploitation, and retaliation and/or humiliation from WIRS staff.
3. Full knowledge of his/her condition, treatment, procedures, prognosis and continued care, to participate in the development and implementation of his/her plan of care.
4. Confidentiality of treatment, records, and personal health information as outlined in Federal and State regulations.
5. Examination of the client record
6. Examination and explanation of treatment fees.
7. Appropriate observance of own religion
8. Non-sectarian activity
9. Give informed consent to be photographed, audio or video taped, or to become involved in any research activity
10. Respect for personal privacy; personal privacy shall be assured and protected within the constraints of the individual treatment plan
11. The provision of an adequate number of competent and qualified professional clinical staff to provide services in accordance with standards of professional practice appropriate to each client's needs and designed to afford each client a reasonable opportunity to improve his/her condition.
12. The right to know who is providing the services they receive and any proposed change in the professional staff responsible for the client or for any transfer of the client.
13. The right to contact and consult with legal counsel, private practitioners, or any other consultant of the patient's choice at his/her own expense.
14. The right to make informed decisions regarding care.
15. Be informed of his/her own rights in a languages/he understands.
16. Be informed of risks, side effects and benefits of all medications and treatment procedures



17. The right, to the extent permitted by law, to refuse specific medications or treatment procedures.
18. Know it is the responsibility of the facility when the client refuses treatment to seek appropriate legal alternative or orders of involuntary treatment, or, in accordance with profession standards, to terminate the relationship with client upon reasonable notice.
19. The rules and regulations of the facility applicable to his/her conduct.
20. Other rights as a citizen such as voting, entering contractual agreements, (except for those rights that have been denied or limited by an adjudication or finding of mental incompetency in a guardianship or other civil proceeding).

Persons receiving alcohol and drug treatment services have specific rights. The federal confidentiality of alcohol and drug abuse records as described in Code of Federal Regulations (42 CFR 2.22) maintained by WIRS is protected by this federal law and the corresponding regulations. WIRS programs and services generally may not disclose that client attends the program, nor disclose any information identifying a client as an alcohol or drug abuser unless:

1. The client consents in writing.
2. The disclosure is allowed by a court order
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.
4. Violation of this Federal Law and regulations is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.
5. Federal law and regulations do not protect any information about a crime committed by a client either at the program or against any person who works for the program or about a threat to commit such a crime.
6. Federal laws 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.



Consumer Feedback

Western Indiana Recovery Services strives to provide courteous service of high quality for all consumers. If you have complements, questions or concerns about services you have received, you are encouraged to contact your physician, therapist, program or clinical directors. Quality of service demands that these responses from consumers be given careful attention. In no event, will a consumer be subject to negative action due to the initiation of a formal or informal complaint. Consumers may contact the appropriate State Agency:

Division of Mental Health and Addictions Consumer Services Line at 1-800-901-1133 or TTY number 1-317-232-7844

Indiana Protection and Advocacy Services at 1-800-622-4845 or TTY 1-800-838-1131

Family and Social Services Administration Medicaid Waiver Ombudsman at 1-317-234-1181 or 1-800-545-7763