



## **CLIENT BILL OF RIGHTS**

1. Patients have the right to be treated with courtesy and respect for their individuality by employees of or persons providing service in a health care facility.
2. Patients shall have or be given, in writing, the name, business address, telephone number, and specialty, of any provider responsible for coordination of their care. In cases where it is medically inadvisable, as documented by the provider in a patient's care record, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative.
3. Patients shall be given, by their provider, complete and current information concerning their diagnosis, treatment, alternatives, risks and prognosis as required by the provider's legal duty to disclose. This information shall be in terms and language the patients can reasonably be expected to understand. This information shall include the likely medical or major psychological results of the treatment and its alternatives. In cases where it is medically inadvisable, as documented by the provider, the information shall be given to the patient's guardian or other person designated by the patient as his or her representative. Individuals have the right to refuse this information.
4. Patients shall have the right to be cared for with reasonable regularity and continuity of staff assignment as far as facility policy allows.
5. Patients have the right to be informed and active participants in all decisions and treatment planning concerning their mental health needs.
6. Patients have the right to refuse treatments or participation in research and/or training procedures.
7. Patients shall be free from maltreatment, nontherapeutic chemical and physical restraints, except in fully documented emergencies, or as authorized in writing after examination by a patients' physician for a specified and limited period of time, and only when necessary to protect the patient from self-injury or injury to others.
8. Patients have the right to have their information kept private and confidential, except as described in Lighthouse Child & Family Services, Inc. Office and Financial Policies Agreement and as defined by rule and law.
9. Patients shall have the right to a prompt and reasonable response to their questions and requests.
10. No patient shall be required to perform services for the facility that are not included for therapeutic services in their plan of care.
11. Every patient may associate and communicate privately with the person of their choice as it relates to rights protection or advocacy services.
12. Patients have the right to expect that a provider (mental health professional and/or mental health practitioner) has met, or continues to meet, the minimal qualifications of training, experience, and supervision required by state law.
13. Patients have the right to examine public records maintained by MN professional boards which contain the credentials of a mental health professional.
14. Patients have the right to obtain a copy of the code of ethics which guides your provider's professional conduct from the State Register and Public Documents Division, Department of Administration, 117 University Avenue, Saint Paul, MN 55155.
15. Patients have the right to be informed of the cost of professional services before receiving the services.
16. Patients have the right to be free from being the object of discrimination based on age, race, color, creed, religion, national origin, gender, marital status, disability, sexual orientation, source of payment, and status regarding public assistance.
17. Patients have the right to have access to their records as provided in Minnesota Statutes, section 144.292.
18. Patients have the right to be free from exploitation for the benefit or advantage of a provider.
19. Patients have the right to be informed prior to a photograph or audio or video recording being made of them. The patient has the right to refuse to allow any recording or photograph that is not for the purposes of identification or supervision by the agency.
20. Every patient has the right to present a grievance to appropriate clinic staff in writing, orally, or by any alternative method by which the patient communicates. The staff shall attempt to resolve the grievance at the time it is presented according to the grievance procedure.



# *Lighthouse Child & Family Services*

## **Grievances and Complaint Procedure**

1. Clients, former clients, and their authorized representatives are allowed to submit a grievance to Lighthouse Child & Family Services (LCFS).
2. Grievances may be filed by completing the grievance form or reporting the grievance orally or in an email.
3. Within three business days, LCFS will acknowledge in writing that the agency received the grievance.
4. The Grievance will be forwarded to the involved staff member and their direct supervisor.
5. If the issue cannot be resolved, the grievance will be forwarded to the Clinical Director.
6. If the issue cannot be resolved with the Clinical Director, the grievance will be forwarded to the Executive Director.
7. LCFS will provide a written response within 15 business days of receiving the client's grievance and provide a written final response to the client's grievance containing an official response to the grievance.
8. Clients are allowed to bring a grievance to the person with the highest level of authority in the program.
  - a. Executive Director: Julie Hanenburg, MSW, LICSW (320)983-8009.
9. At any time, clients are allowed to contact any of the entities listed below to file a complaint.

### Current Public Contact Information

MN Department of Human Services; Licensing Division  
651-431-6500

Office of Ombudsman for Mental Health and Developmental Disabilities  
651-757-1800 or 1-800-657-3506 or ombudsman.mhdd@state.mn.us

Department of Health, Office of Health Facility Complaints  
651-201-4200 or health.ohfc-complaints@state.mn.us.

To report complaints directly to a provider's licensing board:

- a. Board of Marriage and Family Therapy, University Park Plaza Building, 2829 University Ave SE, Suite 330, Minneapolis, MN 55414-3222; (612)617-2220
- b. Minnesota Board of Social Work, University Park Plaza Building, 2829 University Ave SE, Suite 340, Minneapolis, MN 55414; (612) 617-2100
- c. Minnesota Board of Behavioral Health & Therapy, University Park Plaza Building, 2829 University Ave SE, Suite 210, Minneapolis, MN 55414; (612) 617-2178