

WHAT YOU CAN 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, it will be investigated. You will get a written response within 30 working days.

If you don't accept the written response, 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 request one by writing to DWIHN.

Within 30 working days, the regional rights consultant will give you a written response to your appeal.

If you don't agree with the written response to your appeal, you can file another appeal to the state rights coordinator.

YOUR PROGRAM RIGHTS ADVISOR

Name

Phone

For additional information or to obtain forms to initiate a complaint, please contact Gregory Lindsey at DWIHN.

Detroit Wayne Integrated Health Network

707 West Milwaukee St.
Detroit, MI 48202

Local: **313.833.2500**

Toll Free: **1.888.490.9698**

TTY: **711**

www.dwihn.org



LARA is an equal opportunity employer/program.

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KNOW YOUR RIGHTS

Substance Use Disorders



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;
- About any drugs that are used in your treatment;
- If you, or information about you, will be used in your treatment; and
- If you, or information about you, will be used in any research for 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 or neglect you;
- Give out information about you without your permission; or
- Require you to be part of any research if you don't want to.

OR:

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

All of these rights have special limits. These additional rights include but are not limited to:

- Knowing all the rules about having visitors;
- Not being restrained - physically or by drugs, unless authorized by a physician;
- Refusing to do work for us unless the work is part of your treatment plan;
- Having space to put your personal belongings;
- Keeping your own money.

If you want to know more, ask the program rights advisor for further details.

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 our 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.