

CONSUMER RIGHTS

As per the letter and intent of the Washington Administrative Code related to consumer rights (WAC 440-22-310; WAC 275-57-340), **each and every consumer of Ryther shall have the right to:**

- Be treated with respect, dignity, and privacy
- Help make decisions about your care, including the right to refuse treatment
- Be free of any sexual exploitation or harassment
- Receive services in a barrier-free location (accessible)
- Receive age and culturally appropriate services
- Receive information you request and help in the language or format of your choice
- Be provided a certified interpreter and translated material at no cost to you
- Receive care that does not discriminate against you (e.g. age, race, type of illness)
- Be free from restraint or seclusion
- Receive information about the structure and operation of the BHO
- Receive information on available behavioral health benefits
- Receive a copy of behavioral health care patient rights
- Receive information and services you ask for, covered under Medicaid
- Receive quality services which are medically necessary
- Receive the amount and duration of services you need
- Have available treatment options and alternatives explained to you
- Receive an explanation of all medications prescribed and possible side effects
- Receive emergent or urgent care or crisis services
- Receive post-stabilization services after you receive emergent, urgent care or crisis services that result in a hospitalization
- Receive a second opinion from a mental health professional in your BHO area if you disagree with your provider
- Make a mental health advance directive that states your choices and preferences for mental health care
- Receive information about medical advance directives
- Refuse any proposed treatment
- Choose a provider for yourself and your child (if your child is under 13 years of age)
- Make changes at any time to your providers or case managers and receive the services of an Ombuds in filing a grievance, appeal, or fair hearing
- Receive a written Notice of Service Change (Action) from the BHO if services are denied, limited, reduced, suspended, or terminated or you disagree with the plan
- File a grievance, appeal, or administrative hearing if you are not satisfied
- Receive a list of crisis phone numbers
- Receive the name, address, telephone number, and any languages offered other than English of providers in your BHO yearly or when you request it
- Receive a copy of your medical records and request that they be amended or corrected
- Request and receive a copy of your health records. You may be asked to pay the cost for copying

You may also contact the Office of Civil Rights for more information at [http:// www.hhs.gov/ocr](http://www.hhs.gov/ocr)

- Ryther believes this requirement includes an obligation on our part to take all reasonable steps to ensure that services are delivered in such a manner as to be acceptable to persons who are veterans or are of varying racial, ethnic and cultural backgrounds, national origin, and sensitive to differences of sex, age, language, physical, mental or sensory disability, creed, socioeconomic status, marital status, gender identity, gender expression, sexual orientation or ability to pay.