



PhoenixCenter

Prevent • Treat • Recover

CLIENT RIGHTS

As a client of The Phoenix Center you are entitled to the following rights, which may not be revoked for any reason:

1. Respectful treatment in a dignified, secure and private manner which includes respect for property
2. Privacy during treatment, visits, and while receiving personal care
3. Confidential services that are protected by Federal Law with specific restrictions in regard to the use, storage and disclosure of any record of participation in this program
4. Access to all services regardless of race, sex, national origin, physical or mental handicap, gender, age, sexual orientation, or personal ability to pay
5. Professional services which do not include any form of abuse, neglect or humiliation as part of the treatment model
6. Protection from financial or other exploitive activity
7. Provision of care in the least restrictive environment
8. Explanation of grievance procedures to include the address and phone number of SC DHEC, access to forms and other resources to initiate grievance, receive a decision in writing, and appeal to unbiased sources
9. Protection from retaliation in the event of a grievance or other complaint against a staff member being filed
10. Access to records and timely response to requests for copies of records
11. Protection from the behavioral disruptions of other clients
12. Timely access to information necessary to make decisions in regard to treatment including evidence based information about alternative treatments, medications, and modalities
13. Informed consent, refusal, or other expression of choice regarding service delivery, release of information, concurrent services, composition of the service delivery team and involvement in research projects
14. Access or referral to legal entities, self-help support services, or advocacy support
15. Adherence to research guidelines and ethics
16. Complete and timely investigation and resolution of alleged infringement of rights or other inappropriate staff activity
17. Individual evaluation and treatment recommendation based on strengths, needs, abilities and preferences, with full opportunity to participate in the Individual Plan of Care
18. Assessment of fees and development of payment plan in a manner that is fair and consistent
19. To refuse treatment or withdraw from services at any time without affecting re-entry at a later time; however, the Treatment Team may place time limits for re-entry on clients who are not making progress and refusing other services. This time frame is generally between 1-6 months unless the individual is in crisis or can demonstrate a commitment to recovery and the helping process
20. Other legal rights protected by law

If you feel that your rights have been violated please contact the Client Advocate at (864) 467 – 3742 to discuss your concerns.

You may also contact the Department of Health and Environmental Control – Bureau of Health Facility Licensing at (803) 545 – 4370 or by mail at 2600 Bull Street Columbia, SC 29201 to discuss your concerns.