



PATIENT RIGHTS & GRIEVANCE POLICIES

Patient Rights and Grievance Policies

When you receive services provided by Eventus WholeHealth, PLLC, you have certain rights. This notice will tell you about your rights and it will tell you what to do if you have questions or problems about your rights.

- You have a right to dignity, privacy, humane care, and freedom from physical punishment, abuse, neglect, and exploitation.
- You have a right to live as normally as possible while receiving care and treatment by Eventus WholeHealth clinicians.
- Per prevailing state laws, you have a right to treatment, including rehabilitation, regardless of age or degree of MH/IDD.SA disability.
- You have a right to receive care, services, and treatment based on a plan written especially for you to help you regain or increase your capabilities. You may request a copy of your plan from your therapist.
- Before you agree to your plan, you will be informed of the benefits or risk involved in the services you will receive.
- You have the right to make an Advance Instruction for mental health treatment. Ask your mental health provider for instructions and form
- While you are receiving services, you have a right to be free from unnecessary or excessive medication of any kind. You have a right not to have medication used as a punishment, for discipline, or for the convenience of staff.
- You cannot be treated with electroshock therapy, experimental drugs or procedures, or be given surgery – unless it is emergency surgery without your written permission. Eventus WholeHealth clinicians do not use electroshock therapy, experimental drugs or procedures, or perform surgery.
- Per prevailing state laws, if you have asked to receive services you always have a right to agree to or refuse any specific treatment—the ONLY time you can be treated without your consent is: 1. in an emergency 2. if your treatment has been ordered by the court, when more than one professional agrees that you need specific treatment in order to improve or prevent harm; or 3. if you are under 18 years old, your parents can give permission even if you object.
- Physical restraints or seclusion may not be used unless it is necessary to prevent danger. Eventus WholeHealth clinicians do not order or use restraints or seclusion.
- The fact that you are receiving services, or any other information about your care is confidential. You have a right to see the information in your own record unless more than one professional determines that it would be harmful to you to have it. Contact your therapist if you would like to review your record.



- In general, under federal laws (see 45 CFR 164.512 of HIPAA), no one can share information with another about the services you receive without your permission. The same laws, however, allow us to share information with others without your permission under the following conditions: 1. your next of kin may be informed that you are a client, if it is in your best interest; and if you are under 18, your parents may be informed about your care when it is in your best interest and not considered to be harmful; 2. with your permission, your next of kin, or a family member with a legitimate role in your service or another person who you name may be given other information about your care; 3. with any other person if you give us specific permission 4. if we are ordered by a court to release your record 5. if our attorney needs to see your file because of a lawsuit, a commitment proceeding, or guardianship proceeding; 6. to adhere to mandatory reporting laws for child or adult abuse/neglect or communicable disease; 7. you are a committed client and we need to share information about you in order to manage your care; 8. if there is an emergency, with another professional who is treating you; 9. with a physician or other professional who referred you to Eventus WholeHealth; or 10. if we believe that you are a danger to yourself or to others we may share information with appropriate persons. The fact that you are receiving services does not take away from you your basic civil rights. ONLY if you have been declared incompetent by a court can these rights be limited.

- Unless you have been declared incompetent by a court, you have the right to buy or sell property, to sign a contract, to register and vote, to sue others who have wronged you, and to marry or get a divorce.

Questions? If there is any information in the information sheet that you do not understand, please ask for help. You may ask the following:

- The person responsible for your care, such as your Eventus WholeHealth therapist, your Eventus WholeHealth doctor, Nurse Practitioner, or Physician Assistant; or
- The Facility Social Worker:

If you think that you have been denied your rights, you may want to Contact Eventus WholeHealth's Director of Clinical Services and Compliance 1-888-849-7379. If, at any time, or for any reason, you feel you cannot get the information or help you need from people at Eventus WholeHealth, REMEMBER, you can get help about your rights from:

Cardinal Innovations Anonymous Concern Line 1-888-213-9687

*** Last Revised 9/1/2021