

Patient Bill of Rights* and Grievance Procedure

Your rights are as follows:

- You have the right to be free from having unreasonable arbitrary decisions made about you.
- You have the right to receive prompt and adequate treatment.
- You have the right to refuse to be filmed or taped without your written consent.
- You have the right to be free from unnecessary or excessive medication.
- You have the right to have your treatment records and conversations about your treatment held in confidence, to be released only under your signature with these exceptions: complete description can be found in 42CFR, Part 2, HSS 92.05 (1) (G) and Wisconsin Statute 51.30 (4) (C).
 1. Danger to yourself or others.
 2. Lawful order of a court record.
 3. Suspected child abuse or neglect to appropriate State and Local authorities.
 4. To medical personnel in a bonafide emergency.
 5. To qualified personnel, the elements necessary for patient staffing, conducting scientific research, management audits, financial audits, program evaluations, or third party payment review.
 6. Information about a crime committed by a patient either at New Life Resources, Inc. or against any person who works for New Life Resources, Inc. or about any threat to commit such a crime.
- You have the right to have access to your treatment records after discharge or during treatment unless the physician or designee has reason to believe that the benefits of allowing access to your records are outweighed by the disadvantages of allowing such access. The reason for any restriction shall be entered into the treatment record.
- You have the right to have access at all times to records of medications you take or any treatment you receive for physical health reasons.
- You have the right to bring legal action for damages against those who violate your rights.

Your right to complain

If you believe that your rights have been violated, you have the right to use a grievance procedure. Our clinic has a grievance process through which you may file your complaint. Formal grievances must be filed in writing within 30 days of the incident or issue. You may, at the end of the grievance process, or at any time during it, choose to take the matter to court.

*Residents of inpatient and other residential facilities have additional rights not listed here.

By my signature, I attest that I have been advised of my Patient Rights and of the Agency's Grievance Procedure and that I am consenting to the proposed treatment at New Life Resources, Inc.

Patient/Parent Signature

Date