

Rensselaer County Mental Health and Unified Services
PATIENT'S RIGHTS

As a patient of the Rensselaer County Mental Health and Unified Services Department you have certain rights protected by New York State Law.

- An individual treatment plan
- To have the services of your treatment plan explained to you
- To participate voluntarily in treatment and to consent to treatment, except in certain cases where the court mandates treatment or you are likely to be dangerous to yourself or others
- To object to treatment without fear of discharge
- To confidentiality of records
- To care and treatment that meets your needs
- To access your own records
- To nondiscrimination
- To treatment that respects your cultural background
- To privacy
- To freedom from abuse and mistreatment
- Referral assistance to alternate programs

If you are unhappy with your treatment or feel that your rights have been denied you have the right to a grievance. You can do the following:

1. Talk to your clinician. You may be able to work out any differences between you.
2. Ask the secretary for a Grievance Form. Fill it out and return it to the secretary in a sealed envelope. The Clinic Director, who will want to talk to you personally, will review it. If you do not want to fill out the form, tell the secretary you have a grievance and ask to see the Clinic Director. The Clinic Director will try to work out the difficulties with you.
3. If after talking to the Clinic Director you do not feel the grievance was resolved you can talk to the Rensselaer County Commissioner of Mental Health or you have the right to talk to one of the agencies listed below. You can also contact one of these agencies before a grievance is filled out.

- Commissioner, Katherine Maciol, L.C.S.W. (518)270-2807
Ned Pattison Rensselaer County Government Center
Troy, New York 12180
- Commission on Quality of Care for the Mentally Disabled 1-800-624-4143
401 State Street, Schenectady, New York 12305-2397
- Office of Mental Health Customer Relations 1-800-597-8481
44 Holland Avenue, Albany, New York 12229
- Office of Alcohol and Substance Abuse Services 1-800-553-5790
1450 Western Avenue, Albany, New York 12205
- Alliance for the Mentally Ill of New York State (518)462-2000
260 Washington Avenue, Albany, New York 12210
- Disability Advocates, Inc. (518)432-7861
5 Clinton Square, Albany, New York 12207

I also understand that as a Unified Services Program there are service agreements in place that permit us to share documents (*Drug Free Clinic: only with legally executed release*) with programs that you may also use. These programs include Unity House, ARC, Samaritan Hospital, Seton Health Care, PAHL House, Hudson Mohawk Recovery Center, CDPC, Vanderheyden, Joseph's House and Healy House. Your clinical case record will document any information that is shared. If this is not acceptable to you, please let us know.