



Patient Rights

You have the right to:

Make a complaint or Grievance:

- Access to the Hendricks Behavioral Hospital complaint process including filing any complaint and appeals without the fear of retaliation.

Fair treatment which includes:

- Appropriate mental health services according to the standards of professional practice. The services are appropriate to your needs and designed to provide reasonable opportunity for you to improve your condition.
- Participation in the planning of your written treatment plan. You must be informed of the type of treatment proposed, the known effects of receiving and not receiving such treatment, as well as any possible alternative treatment(s).
- The ability to refuse to submit to treatment, including medication if you are an adult voluntary patient. (Indiana Code sec. 12-27-5-1).
- The ability to choose not to participate in experimental research or treatment without informed, voluntary, written consent. Your consent for experimental research may be withdrawn at any time.

Humane treatment which includes:

- Humane care and protection from harm. (Indiana Code sec. 12-27-2-1 (2)).
- You have the right to receive treatment in the least restrictive environment.
- Freedom from seclusion and restraint, unless in an emergency situation.
- Treatment with consideration, dignity, and respect being free from mental, verbal, and physical abuse, neglect and mistreatment.
- Freedom from discrimination in receiving services on the basis of age, gender, race, color, sex, religion, national origin, and/or disability.
- Information about patient rights promptly at the time of admission to the facility and periodically thereafter. The statement of rights must be conveyed in a manner of communication that you understand.

Record confidentiality, which includes:

- Confidentially maintained records, as required by law.
- Records being released only after obtaining your written consent and only to those persons specified by your consent.
- Your right to inspect and copy his/her own records, unless denied for good cause.

Professional consultation, which includes:

- HBH will help provide private contact and consultation with an attorney of the your choosing, at the patients own expense. (Indiana Code sec. 12-27-2-1 (4)).
- Consultation with a doctor of your choosing, at your expense.
- Information about advocacy services available.

Vote in elections, which includes:

- Voting in national, state, or local elections, which may occur during your stay at the facility.
- There is no legal effect on one's right to vote simply because one is involved in a commitment or guardianship proceeding.

To file complaints/grievance or any source concerning an action by the facility, you may contact:

DMHA's toll free consumer service line (800-901-1133)

Indiana Disability Rights (800-622-4845)

The Joint Commission (630-792-5800)

CMS (800-MEDICARE)

Indiana State Adult Protective Services Hotline (800-992-6978)

