



## GRIEVANCES

It is our responsibility to ensure that all people and families receiving services have the opportunity to express their comments, complaints, grievances, and concerns either in person, in writing, or by phone.

Any feedback that is received will be sent directly to the Quality and Compliance Manager for review. You may also contact the President/CEO of Southwestern Behavioral Healthcare to discuss your concerns at **812-436-4232**.

Our policy is to follow up, once a complaint or grievance has been submitted, within 48 hours during regular business hours, Monday through Friday.

People and families receiving services, at any time during this process, have the right to direct their comments or questions about services, treatment, rights, and policies to the consumer lines provided on the back panel of this pamphlet.

Our goal is that all complaints and grievances received at Southwestern Behavioral Healthcare are resolved within seven (7) business days. A written response will be provided to you by the end of the seven days. At any point after that response is received, please contact us if you have further concerns to share.

## SHARING FEEDBACK

People and families receiving services are encouraged to provide feedback on services received. If you have a comment, complaint, or suggestion about our services, you may present your concern in person or in writing, to your therapist or therapist's immediate supervisor.

You may also direct your comments or questions about services, treatment, rights, and policies to our Quality and Compliance Manager at **812-436-4330** or [feedback@southwestern.org](mailto:feedback@southwestern.org), or any of the following:

- Indiana Division of Mental Health and Addiction: **1-800-901-1133**
- Joint Commission: **1-800-994-6610**
- Indiana Disability Rights: **1-800-622-4845**



Division of Mental  
Health and Addiction



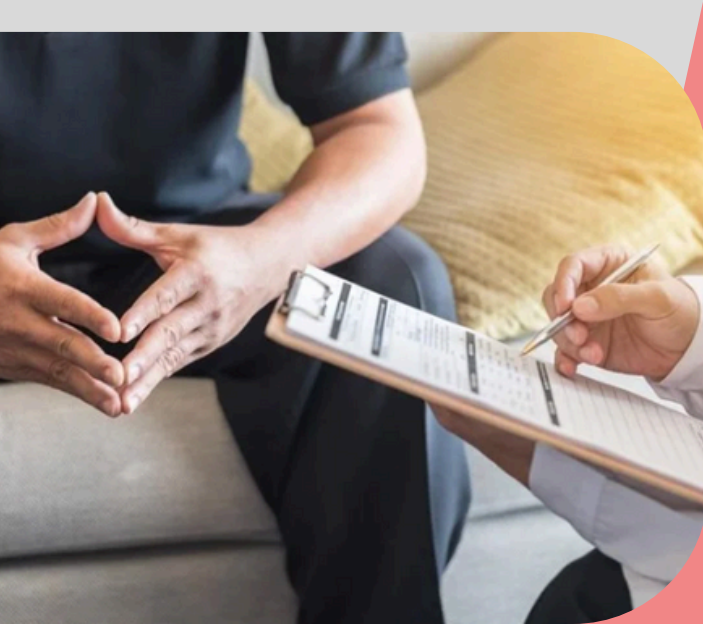
The Joint Commission



## RIGHTS AND GRIEVANCES GUIDE



**Southwestern**  
Behavioral Healthcare, Inc.  
*Improving Lives Together*



## RIGHTS

At Southwestern Behavioral Healthcare, people and families receiving services have the right to know and understand any treatment available to them. We believe in your right to quality care and protection from harm, abuse, and neglect. The following outlines your rights. At any time, please contact us to discuss questions or concerns you may have.

## TREATMENT

- You have the right to an individual plan for treatment and will be expected to participate in your plan for treatment.
- You have the right to know the name and professional credentials of anyone working with you.
- You may review, upon written request, your patient record with your clinical team.
- You will be advised of the positive effects and possible complications of any medication prescribed by any physician involved in your treatment.
- You have the freedom to choose your provider and to change your provider, without having to specify a reason.

## SOUTHWESTERN RESPONSIBILITIES

- Assign a clinical staff member.
- Maintain a record of your treatment.
- Make referrals to and collaborate with other service agencies, if needed.
- Bill for services either directly or through insurance or other third-party payers.
- Communicate with Court officials, as mandated by statute, rule, or Court decision.
- Communicate, with your written consent, with the agency or person who referred you.
- Determine the appropriateness or benefit of Southwestern services for you, including the right to refer or recommend you elsewhere.
- Inform you of your rights in a language that you understand.

## DISCRIMINATION

- Services will be provided to you and/or your family members without discrimination. Ethnic background, personal or social creed, sexual or gender orientation, disability, race, sex, religion, or age will not affect our services to you.
- You will not be refused services, regardless of your ability to pay. You are, however, expected to pay the fee agreed upon based on our sliding fee scale. A payment plan option is available to you, if needed. We will be sensitive to the costs to you for loss of work time and will attempt to keep it at a minimum.
- No physical barriers will preclude treatment.
- Services will be provided with a minimum of waiting time. Office hours will be reasonably convenient to all people and families requesting services.

## CONFIDENTIALITY

- All information concerning you is held confidential and released only through procedures consistent with the law and professional ethics. (Your records, however, may be subpoenaed and released to the courts without your permission.)
- You have a right to approve any information being requested by another provider giving services to you. You must sign a release for any such information sent.
- In order to provide you with the best services available, your case may be reviewed by other Southwestern staff members to formulate an appropriate plan of treatment.

## MUTUAL RESPONSIBILITIES OF SOUTHWESTERN AND CLIENT

- Decide on the type of treatment.
- Provide and participate in treatment as medically necessary.
- Involve family members or significant others in treatment as desired by the person receiving services.
- Determine when treatment should be terminated.

## CIVIL RIGHTS

- You have the right to be treated with dignity and respect.
- You retain all rights, benefits, and privileges guaranteed by law.
- You have the right to send and receive unedited mail if you are in a residential facility.



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