

Mandala Counseling Services

Client Rights:

I understand my basic rights as a consumer of healthcare related services. These rights include:

- To be informed of my provider's office hours, contact information and emergency procedures.
- To be informed of the qualifications and experience of my provider.
- To be contacted and receive information from my provider according to my expressed preferences.
- To be treated with courtesy and respect.
- To have privacy and confidentiality in discussing personal concerns.
- To be informed of the cost of services for which I am responsible.
- To be informed of the pro's and con's of treatment strategies and of other alternatives.
- To be involved and have input into my treatment plan or other services, including the right to refuse treatment.
- To be able to review my healthcare record and amend that record if desired.
- To give consent for any release of information.
- To be informed of any released information.
- To be free from any form of restraint, seclusion, exploitation or abuse.
- The Right to Receive a Notice of Privacy Practices
- The Right to an Accounting of Disclosures of PHI
- The Right to Request Restrictions on Use and Disclosure of Health Information
- The right to treatment, including access to medical care and habilitation, regardless of age or degree of MH/IDD/SA disability.

Grievance Policy:

I understand that if I have a complaint/grievance, I should discuss my concerns with my provider first. I also may contact my provider's licensing board, my insurance carrier or the agencies below at any time to discuss my complaint/grievance:

Cardinal Innovations – 704-939-7700 or www.cardinalinnovations.org/QM/
Anonymous Concern Line – 888-213-9687

North Carolina Division of Mental Health / Developmental Disabilities / Substance Abuse Services
www.ncdhhs.gov/mhddsas
Advocacy and Customer Service Section: 919-715-3197
DHHS CARE-LINE: 1-800-662-7030 (Voice/Spanish)

Disability Rights NC
www.disabilityrightsnc.org
2626 Glenwood Avenue, Suite 550, Raleigh, NC, 27608
(877) 235-4210 or (919) 856-2195
Email: info@disabilityrightsnc.org

NC SOCIAL WORK LICENSING BOARD 1-800-550-7009.
Traci Withrow's License #C004988

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