**OUACHITA BEHAVIORAL HEALTH AND WELLNESS, INC.**

**125 Wellness Way**

**Hot Springs, Arkansas 71913**

# **Statement of Client Rights**

**These are the rights to which you are entitled as a client of Ouachita Behavioral Health and Wellness, Inc.**

1. **You are entitled to receive services offered by Ouachita Behavioral Health and Wellness regardless of sex, race, color, religion, national origin, age, and degree of disability, as long as OBHAW has the capabilities and/or facilities to provide the treatment indicated. OBHAW staff members will have the ability to communicate and interact effectively with people of different cultures, including people with disabilities and atypical lifestyles.**
2. **You have a right to confidentiality. Client records are available to OBHAW staff members only as needed for treatment, payment, or healthcare operations.**
3. **No information about you may be released to any other agency or individual without your prior written consent or consent of your parent or legal guardian. This includes any form of protected health information (for example, correspondence, treatment plan, or conversation in or out of OBHAW clinics). EXCEPTION is the release of information needed for treatment, payment, or healthcare operations, by court order, or in emergency situations involving your safety or the safety of others. Only the information required to deal with the situation may be released. There are additional rules for alcohol and drug abuse treatment records.**
4. **You have the right to obtain access to personal health information as stated in the Health Insurance Portability and Accountability Act of 1996 (HIPAA).**
5. **Photographs other than for identification purposes and sound or video recordings may not be made of you without written permission.**
6. **You have the right to be treated with dignity and respect.**
7. **You have a right to a program of treatment especially designed for your individual needs. Treatment services will be provided only when those services are applicable to your treatment needs.**
8. **You have a right to appropriate assessment of pain in determining treatment needs.**
9. **You have a right to refuse treatment offered, unless there is an immediate danger to yourself or others. However, if you refuse to cooperate or participate in a recommended treatment (for example, counseling or day treatment when receiving medication), OBHAW may limit services.**
10. **You shall not be denied treatment based on your actual or perceived sero status, HIV related condition, or AIDS.**
11. **You have a right to be informed of risks, benefits, and side effects of treatment.**
12. **You have a right to reasonable privacy during treatment.**
13. **You have a right to a written copy of the OBHAW Privacy Practices.**
14. **You have the right to terminate services and to receive notice before OBHAW terminates or suspends your services.**

**You have a right to complain if you think your or someone else’s**

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**NON-DISCRIMINATION POLICY**

Ouachita Behavioral Health strives to create and maintain a work environment in which people are treated with dignity, decency and respect. The environment of the office should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. Employees should be able to work and learn in a safe, yet stimulating atmosphere. The accomplishment of this goal is essential to the mission of the office. For that reason, OBHAW will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of employees, the office will seek to prevent, correct and discipline behavior that violates this Policy.

All employees, regardless of their position, are covered by and are expected to comply with this policy, and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any employee who violates this policy. Based upon the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension, or termination of employment.

## Prohibited Conduct Under This Policy

#### **Discrimination:**

1. It is a violation of this Policy to discriminate in the provision of employment opportunities, benefits or privileges, to create discriminatory work conditions, or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, the person's race, color, national origin, age, religion, disability status, gender, sexual orientation, or marital status.
2. Discrimination of this kind may also be strictly prohibited by a variety of federal, state and local laws, including Title VII of the Civil Rights Act 1964; the Age Discrimination Act of 1975; and the Americans With Disabilities Act of 1990. This Policy is intended to comply with the prohibitions stated in these anti-discrimination laws.

c) Discrimination in violation of this Policy will be subject to severe sanctions up to and including termination.