

**Lake Norman Psychological Services, PLLC**  
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**YOUR RIGHTS AND RESPONSIBILITIES**

When you receive services, you have certain rights and responsibilities. This handout will tell you about your rights, responsibilities, and what to do if you have questions or problems.

**CONSUMER RIGHTS:**

A right is something the law says you are allowed to do. It is important to us to make sure that you are aware of your rights and that your rights are being respected. Below is a list of your rights as a client of Lake Norman Psychological Services, PLLC.

- Right to be treated well and have your privacy respected, and freedom from mental and physical abuse, neglect and exploitation;
- Right to live as normally as possible while receiving care and treatment;
- Right to treatment, including access to medical care and habilitation, regardless of age or degree of mental health, developmental disability, or substance abuse services needed;
- Right to an individualized written treatment plan that focuses on your goals, needs and abilities, strengths, preferences, and cultural background and needs; right to have this plan in place within 30 days of admission to our services;
- Right to exercise civil rights available to all citizens unless these rights have been limited by a court of law;
- Right to confidentiality. This means that no one has access to your identity or health information without your written permission, except in special situations that are defined in our Notice of Privacy Practices;
- Right to services that are best suited for your age, level of need, and cultural background;
- Right to be completely informed in advance of the potential risks and benefits of different service choices;
- Right to be free from unnecessary medication, punishment, and abuse;
- Right to be free from physical restraint and seclusion;
- Right to consent to or refuse any service you have been offered unless (a) in an emergency situation, (b) if service was ordered by the court, or (c) you are under 18 years old, and your legally responsible person gives permission, even if you object.

**CONSUMER RESPONSIBILITIES:**

A responsibility is something that you agree to do to the best of your ability. Some of your important responsibilities include, but are not necessarily limited to the following:

- Respecting the rights and property of other clients and our staff;
- Working towards your goals on your service plan;
- Communicating and cooperating with our staff by giving us all the facts that are important to your care, including information about other doctors you are seeing;
- Keeping all scheduled appointments;
- Paying for services according to your own financial plan or insurance company;
- Informing staff of any medical conditions or communicable diseases;
- Requesting a copy of your service plan if you so desire;
- Requesting a discharge plan if you so desire;
- The use of tobacco products is strictly prohibited inside our building
- We prohibit the possession of any weapons on our premises. If weapons are found in the possession of consumers, proper law enforcement authorities may be notified.

**CONCERNS, COMPLAINTS, AND GRIEVANCE PROCESS:**

If you have a question, concern, suggestion, or complaint, please feel free to tell us. If you are not satisfied, you can contact your MCO, or contact:

Disability Rights of North Carolina,  
2626 Glenwood Ave., Suite 550  
Raleigh, NC 27608  
(919) 856-2195