



Client Rights and Responsibilities - online

You have the right to

1. Be treated with dignity and respect as an individual who has personal needs, feelings, preferences, and requirements.
2. Confidentiality.
3. Be fully informed of all services available through AMCI and of any fees for those services.
4. Know the results of any assessments completed by AMCI.
5. Have family participate if appropriate.
6. Refuse treatment to the extent permitted by law and to be informed of the consequences of this right.
7. Voice grievances in relation to policies and services offered by AMCI without fear of restraint, interference, coercion, discrimination, or reprisal.

8. Decide whether to allow observation and to know what is the purpose.

It is your responsibility to

1. Keep your scheduled appointments.
2. Follow through with medical appointments and other evaluations.

You are prohibited from

1. Selling or using drugs or alcohol while on the AMCI premises.
2. Loitering on the premises.
3. Acting or threatening violence toward other clients, staff, or AMCI property.
4. Bringing any weapons onto AMCI property.

I understand that exercising my rights is important, and I risk termination from AMCI if I fail to fulfill my responsibilities.

Important Message to AMCI Clients

If you are referred to a treatment provider by AMCI and qualify for a voucher there may be times when money will run out during your eligibility period and you may have to pay for some treatment sessions until the funds are reinstated.

2. Some providers may charge you a co-pay. This co-pay is not covered by the voucher.
3. Treatment providers can charge you for missed appointments if you do not cancel 24 hours before your scheduled appointment.

Confidentiality of Alcohol and Drug Abuse Patient Records

The confidentiality of alcohol and drug abuse client records maintained by this program is protected by federal laws and regulations. Generally the program may not say to a person outside the program that a patient attends the program, or disclose any information identifying the client unless:

- 1) The client consents in writing; or 2) the disclosure is allowed by a court order; or 3) the disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation; or 4) the client commits or threatens to commit a crime either at a program or against any person who works for the program. Violation of the federal law and regulations by a program is a crime. Suspected violations may be reported to the US Attorney in the district where the violation occurs. Federal law and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

Client Grievance Procedures

Any client seeking services from AMCI has the right to file a legitimate grievance regarding services received without fear of reprisal or discontinuation of service. To file a grievance, the applicant must submit in writing the specifics of the grievance to a Clinical Supervisor. The clinical supervisor has five working days to respond to the grievance. If the Clinical supervisor is unable to resolve the grievance it will be forwarded to the AMCI Director, who will have an additional five working days to resolve the grievance. If the AMCI Director is unable to resolve the grievance, the grievance will be forwarded to the City of Albuquerque Behavioral Health Division Director who will have five working days to resolve the grievance. Staff involved in the grievance will appear before the City to explain previous attempts at resolution of the grievance.

AMCI Summary of Privacy Practices

This notice describes how your private medical information may be used and disclosed, and how you may get access to this information. This is a condensed version of the UNMHSC privacy practice policy. You may request a complete copy from our staff.

PLEASE REVIEW CAREFULLY

The federal government requires that all medical records and other identifiable health information used or disclosed by us in any form be kept confidential. As our client we create records about your health and the services we provide to you. By law we are required to make sure that your protected health information is kept private. There are situations in which we are permitted by law to disclose or use your medical information without your written consent. These include:

- For medical care and treatment
- For payment, if any
- In emergency situations
- For scheduling and reminder calls
- To conduct daily business operations
- To generate (unidentifiable) data
- Law enforcement
- To avert a serious threat to health/safety
- In response to certain requests arising out of lawsuits or other disputes
- Response to public health risks
- National security

You have certain rights regarding the information we maintain about you that include:

- Right to access, inspect, and copy
- Right to amend
- Right to an accounting of disclosures
- Right to request restrictions
- Right to a paper copy of this notice
- Right to request confidential communications
- Right to file a complaint without penalty

If you believe your privacy rights have been violated you may file a complaint in writing with one or both of the following:

UNM Privacy Officer
2211 Lomas Blvd., NE
Albuquerque, NM 87106
Phone: 505-272-2121
TDD: 505-272-2111

Ralph Rouse, Regional Mgr.
Office of Civil Rights
US Dept. of HHS
1301 Young Street, Ste.1169
Dallas, TX 75202
Phone: 214-767-4056
TDD: 214-767-894