Syracuse Recovery Services

PATIENT RIGHTS

You have a right to receive services that are responsive to individual needs in accordance with an individualized treatment plan, which you help develop and periodically update.

You have a right to receive services from provider staff who are competent, respectful of patient dignity and personal integrity, and in sufficient numbers to deliver needed services consistent with regulatory compliance.

You have a right to receive services in a therapeutic environment that is safe, sanitary, and free from the presence of alcohol or other drugs.

You have the right to know the name, position, and function of any person providing treatment to you, and to communicate with the program director, medical director, other responsible staff or the Commissioner on NYS OASAS.

You have the right to receive information concerning treatment, such as diagnosis, condition or prognosis in understandable terms, and to receive services requiring a medical order only after such order is executed by an appropriate medical professional.

You have the right to receive information about provider services available on site or through referral, and how to access such services.

You have the right to receive a prompt and reasonable response to requests for provider services, or a stated future time to receive such services in accordance with an individual treatment plan.

You have the right to know the standards that apply to your conduct, to receive timely warnings for conduct that could lead to discharge and to receive incremental interventions for non-compliance with treatment plans.

You have the right to receive in writing the reasons of a recommendation of discharge and information of appeal procedures.

You have the right to voice a grievance, file a complaint, or recommend a change in procedure or service to provider staff and/or the Office, free from intimidation, reprisal or threat.

You have the right to receive a copy of your records for a reasonable fee.

You have the right to be free from physical, verbal or mental abuse.

You have the right to be treated by provider staff who are free from alcohol or drug abuse.

You have the right to be free from any staff or patient coercion, undue influence, intimate relationships, and personal financial transactions.

You have the right to be free from performing labor or personal services solely for provider or staff benefit, that are not consistent with treatment goals, and to receive compensation for any labor or employment service in accord with applicable state and federal law.