

## Your Rights & Responsibilities as a Client of University of Utah Health Crisis & Diversion Services

At University of Health, our goal is to provide excellent health care to every patient. Our patients have the following rights and responsibilities regardless of race, color, culture, language, ethnicity, religion, sex, sexual orientation, gender identity or expression, socioeconomic status, age, national origin, physical or mental disability, and / or veteran status.

### You have the Right to:

#### Respect and Privacy

- Receive kind, respectful, and individual treatment that meets with current standards and ethics.
- Expect all information will be kept confidential according to Crisis Diversion Services policies and University Of Utah Health Care Privacy Practices.

#### Quality Care

- Receive appropriate evaluation in a timely manner.
- Be free from potential harm or mental abuse, neglect, mistreatment, retaliation, humiliation, exploitation, and fraud.
- Referral to protective services if needed.
- Have your values and beliefs respected as long as they do not impose on the rights of others.
- Assistance with a necessary referral to another care provider or support services.
- Have your concerns heard and resolved when possible. If you have concerns about your care, please contact the Crisis Services Manager at (801) 583-2500. You may also file a written complaint with the Crisis Services Manager, UNI Hospital Administration, or University Hospital Customer Service. Complaints will be addressed thoroughly. You may also file a complaint with CARF International, which accredits the Crisis Line, at (888) 281-6531 or 6951 East Southpoint Road, Tucson, Arizona, 85756
- Other legal rights subject to state law and University of Utah Health policy.

#### Information and Communication

- Know the names and roles of providers participating in your care.
- Communicate with your caregivers in a language or method you can understand.
- Be informed about recommended treatments, options, risks, benefits and outcomes of care, including unanticipated outcomes.
- Review and receive a copy of your medical record, subject to state law and hospital policy.

#### Make Decisions

- Be involved with your care through discussions with your caregivers.
- Have support people involved in your care when it is clinically appropriate.
- Request additional treatment services. The treatment team will evaluate the benefits, risks, costs, and alternative treatments before deciding if the request would be in your best interest.
- Refuse care and treatment, as permitted by law, including experimental research and any treatment that may result in an irreversible condition, and to be informed of the medical results of your choice to do so.

### You have the Responsibility to:

- Provide, to the best of your knowledge, true and complete information about your health, such as, medications, current problems, drug and alcohol use, and past stays in a hospital.
- Tell staff about changes in your illness and follow your treatment plan.
- Ask questions if you do not understand information or instructions.
- Inform your provider if you do not intend to, or cannot, follow your treatment plan.
- Respect the rights of staff.