

Individual Rights and Responsibilities: Medical Services 1915(i)

As an individual, you have specific rights and responsibilities.

1915(i) Members have the Right to:

- Be treated with dignity and respect.
- Appropriate care based on individual needs.
- Participate in the planning of your health care.
- Respect and privacy as it related to your care. Case discussion, consultation, examination, and treatment are confidential and shall be conducted discreetly.
- Confidential treatment of your personal and medical records, and the right to approve or refuse your release to any individual outside the facility.
- Consideration of your privacy, individuality, and cultural identity related to your social, religious, and psychological well-being.
- Participate in development and implementation of your care plan.
- Reasonable access to care.
- Timely notice of eligibility decisions.
- Not be subject to physical, emotional, or sexual abuse or harassment by employees or another client.
- Freedom from discrimination because of race, age, sex, religion, sexual orientation, disability, creed, color, national origin, or payment issues.
- Participate in development and implementation of your care plan including, but not limited to choose your service providers, choose your person-centered team and choose dates/times/location of meetings.
- Voice grievances and recommend changes.
- Prompt resolution of any grievance without retaliation.
- Receive notice of federal confidentiality requirements.

I have the responsibility to:

- Be honest and direct.
- Cooperate with care givers and follow my agreed upon treatment plan.
- Notify the staff if I do not understand my diagnosis, treatment, or expected behaviors.
- Accept the consequences of not following instructions or treatment plan.
- Ask questions if I don't understand something.
- Provide accurate and complete information about my symptoms, reasons for admission, past illnesses, past hospitalizations, and medication (including prescribed and non-prescribed medications and herbal remedies).
- Provide the name of any contact person to whom information may be released.

Client Rights and Grievances

The North Dakota Department of Human Services is committed to providing a treatment experience that is respectful of all clients and employees. As such, employees are expected to uphold the organization's standards of practice and client rights.

Should you feel that your rights have been violated, you have the right to file an appeal to the North Dakota Department of Human Services.

To File an Appeal:

An appeal can be filed verbally over the phone or in written format by email, fax, or mail. A request to appeal must be filed no later than 30 days from the date the notice of action is mailed.

Option 1: Use SFN 162: Request for Hearing to file the appeal. SFN 162: Request for Hearing to can be accessed at <https://www.nd.gov/eforms/Doc/sfn00162.pdf>.

Option 2: If you do not use SFN 162: Request for Hearing, please provide your name, contact information, program decision or error that you are appealing, and reason for disagreement with the decision either via phone, fax or email to the contact information below:

Appeals Supervisor, Legal Advisory Unit
N.D. Department of Human Services
600 E Boulevard Avenue, Dept. 325
Bismarck, ND 58505-0250
Phone: (701) 328-2311
Toll Free: (800) 472-2622
711 (TTY)
Fax: (701) 328-2173
Email: dhslau@nd.gov
Website: www.nd.gov/dhs/services/medicalserv/medicaid/appeal.html

Civil Rights

Discrimination means treating someone differently because of a particular characteristic such as race, color, sex, age, disability, or religion. DHS makes available all services and assistance without regard to the race, color, sex, age, disability, national origin, religion, political beliefs, or status with respect to marriage or public assistance. These laws must be followed by persons who contract with or receive funds to provide services for Department of Human Services.

Communication Assistance

North Dakota Department of Human Services contracts with CTS Language Link for telephone interpretation services for people with Limited English Proficiency. A quick phone call is all it takes to set up the services that are available 7 days per week, 24 hours per day. Please inform staff that you are requesting assistance and this will be coordinated for you.

Confidentiality

Client's information will remain confidential. Policies and Procedures are designed to protect your information as well as information for others you may be with in programming.