

Counseling, Mediation, and Educational Center, Inc.



Our mission is to provide counseling, mediation, and educational services to assist children and their families who are experiencing separation due to incarceration, juvenile delinquency, divorce, and various other family separations.

Clients of CMEC have the right to:

- A. Be treated with dignity and respect.
- B. Be treated fairly, regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.
- C. Have their treatment and other member information kept confidential. Only where permitted by law may records be released without the member's permission.
- D. Easily access care in a timely fashion.
- E. Know about their treatment choices. This is regardless of cost or coverage by their benefit plan.
- F. Share in developing their plan of care.
- G. Receive information in a language they can understand.
- H. Receive a clear explanation of their condition and treatment options.
- I. Receive information about CMEC, its providers, programs, services and role in the treatment process.
- J. Receive information about clinical guidelines used in providing and managing their care.
- K. Ask their provider about their work history and training.
- L. Give input on the Members' Rights and Responsibilities policy.
- M. Know about advocacy and community groups and prevention services.
- N. Freely file a complaint or appeal and to learn how to do so.
- O. Know of their rights and responsibilities in the treatment process.
- P. Request certain preferences in a provider.
- Q. Have provider decisions about their care made on the basis of treatment needs.
- R. Receive information about CMEC's staff qualifications and any organization CMEC has contracted with to provide services.*
- S. Decline participation or withdraw from programs and services.*
- T. Know which staff members are responsible for managing their services and from whom to request a change in services.*

Clients of CMEC have the responsibility to:

- A. Treat those giving them care with dignity and respect.
- B. Give providers information that they need.
- C. Ask questions about their care. This is to help me understand my care.
- D. Follow the treatment plan. The plan of care is to be agreed upon by the member and provider.
- E. Follow the agreed upon medication plan and tell their provider and primary care physician about medication changes, including medications given to them by others.
- F. Keep their appointments. Members should call their provider(s) as soon they know they need to cancel visits.
- G. Let their provider know when the treatment plan is not working for them.
- H. Let their provider know about problems with paying fees.
- I. Report abuse and fraud.
- J. Openly report concerns about the quality of care they receive.
- K. CMEC know if they decide to withdraw from the program.*

My signature below shows that I have been informed of my rights and responsibilities, and that I understand this information.

Member Signature

Date

The signature below shows that I have explained this statement to the patient. I have offered the member a copy of this form.

Provider Signature

Date