

Be Well Partners in Health values the diversity found among both its members and its staff, and realizes that this diversity enriches us all.

- ❖ You have the right to be free from any form of physical, financial, sexual or psychological abuse, neglect, financial or other exploitation, or any form of physical punishment. We define abuse as any of the following things: humiliating, frightening, exploiting, ostracizing, teasing or manipulating another person; or causing deliberate physical or mental pain or harm to another person. You may be physically restricted only to prevent you from causing physical harm to yourself or others.
- ❖ You have the right to be treated with dignity and respect at all times.
- ❖ You have the right to nondiscriminatory access to services under the Americans with Disabilities Act, Section 504 of the Rehabilitation Act, the Human Rights Act and Chapter 2 of the Mental Health and Developmental Disabilities Code. If you have a special need or disability, please let us know so we can provide a reasonable accommodation and ensure that you are comfortable and receiving quality care.
- ❖ You have the right to private, secure and adequate living and program environments.
- ❖ You have the right to get services that best fit your needs in the least restrictive setting.
- ❖ You have the right to an interpreter to help you speak to Be Well Partners in Health staff and your providers.
- ❖ You have the right to receive services that are responsive to your racial and ethnic culture including language, histories, traditions, beliefs and values.
- ❖ You have the right to find and use services outside of Be Well Partners in Health. This includes the right to join self-help groups and/or advocacy services. When you use outside services, we suggest that you let us know, so we can work together with them as partners.
- ❖ You have the right to be a part of all choices about your care coordination and to choose your goals and create your care plan. You also have the right to have an advocate of your choice with you at care plan meetings, doctor's appointment, and other meetings with Be Well Partners in Health staff and other service providers.
- ❖ You have the right to join or refuse participation in research projects.
- ❖ You have the right to review, sign and have a copy of your completed care plan.

- ❖ You have the right to know as much information about your treatment and service choices as you need to make good decisions about your care. This information must be told to you in a way you can understand and in a timely manner for you to make decisions.
- ❖ You have the right to access or have copies of your records at Be Well Partners in Health. Hard copies of records may involve a fee. In addition, you can inform Be Well Partners in Health who you would like us to communicate to regarding your services through a release of information form.
- ❖ You have the right to complain about your services and to know that no one is allowed to try to “get back at you” for exercising your rights. If you complain, your services will not stop – unless you want them to. You and your guardian have the right for your complaints to be heard by Be Well Partners in Health’s Chief Executive Officer when required.
- ❖ You have the right to find legal assistance to get or change guardianship and/or conservatorship, or for any other reason.
- ❖ You have the right to contact anyone about how you are being or have been treated at Be Well Partners in Health. You have the right to receive assistance from staff in contacting advocacy and government agencies. This includes the government agencies that pay your insurance company to provide services, such as the Department of Human Services (DHS), the Department of Rehabilitation Services (DRS) and other agencies including Guardianship and Advocacy Commission and Equip for Equality, Inc. You have the right to be informed of the government agency’s process for reviewing complaints.
- ❖ You have the right to express choice, either consent or refusal, regarding concurrent services and composition of care coordination team.
- ❖ You have a strict right to confidential treatment of any information related to your care coordination with Be Well Partners in Health. Be Well upholds all required federal and state confidentiality laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Illinois Mental Health and Developmental Disabilities Code, and the Illinois Mental Health and Developmental Disabilities Confidentiality Act.
- ❖ You have the right to be presented with and understand Be Well Partners in Health’s policies regarding seclusion, restraint, and the conditions that lead to restrictions or loss of privileges and how to regain them.
- ❖ You have the right for any alleged infringement of these rights to be investigated and resolved.