

NEW OPPORTUNITIES, INC.

Person Served Rights and Responsibilities

General Nature and Goals of the Program

New Opportunities, Inc. is dedicated to assisting persons with addiction or substance abuse problems achieve and maintain an improved quality of life. We offer assessment and referral for continuing care, extended and intensive outpatient services. Satellite offices include Audubon, Guthrie Center, Jefferson, and Sac City with our administrative office in Carroll.

RIGHTS OF PERSON SERVED

The staff of New Opportunities, Inc. advises you of your right to: privacy, respect, dignity and quality of care as a person served. By receiving this information you are confirming New Opportunities, Inc. intent/consent to treat. You have the right to:

Confidentiality – All records of person served maintained at this agency are protected under the Federal regulations governing Confidentiality and Drug Abuse Patient Records 42 C.F.R. Part 2, and the Health Insurance Portability and Accountability Act of 1996 (HIPPA), 45 C.F.R. pts 160 & 164, and cannot be disclosed without my written consent unless otherwise provided for by the regulations. Exceptions can include:

1. The person served gives consent in writing by signing a release.
2. A Court Order is issued ordering New Opportunities, Inc. to release information.
3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Federal Law does not protect any information about a crime committed by a person served either at the agency or against any person who works for the agency, or any threat to commit such a crime. Federal Law does not protect any information about suspected child or dependent adult abuse or neglect from being reported under State Law to appropriate State or Local authorities. (See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal Laws and 42CFR Part 2 for Federal Regulation)

Electronic Medical Record (EMR) – New Opportunities, Inc. utilizes an EMR and follows all regulations regarding the use of an EMR however there are limitations and risks associated with the use of an EMR regarding unauthorized access to information of person served.

Complete and Current Information – New Opportunities, Inc. will keep you informed of your ongoing assessment, recommended treatment and goals in language you understand. This will include your treatment fees and your account status.

Participation – You will be giving input at all times into the development of your treatment goals.

Education – Current information about MAT, TB, HIV, AIDS and a listing of AIDS testing sites will be available to you in a confidential manner. We can refer you to an AIDS testing site at your request. We will also be able to provide you with educational information on a wide variety of topics specific to your needs, including advance directives as appropriate/requested

Voice Concerns – New Opportunities, Inc. encourages any concerns to be addressed with those individuals closest to the treatment process of person served. Therefore, any concerns that you have please address them with your Primary Counselor. If you feel that your needs are not met, request to speak with the Program Director. If you feel your concerns have not been adequately addressed you may file a written grievance.

Individual Treatment – We will respect your individual needs. We will not discriminate against you based on color, race, gender, gender expression, national origin, sexual orientation, disability, or religion.

Referral – You will be referred to other services within New Opportunities, Inc. or within the community to meet your individual needs.

Assistance with Dependent Care – While we do not provide child care while you are in services we can offer you resources in the community upon your request to meet this need.

RESPONSIBILITIES OF PERSON SERVED

Along with the rights listed on the previous page, there are responsibilities of person served which are necessary for quality care. They are as follows:

- ◆ Weapons – You are prohibited from carrying a handgun, firearm, knife or other weapons of any kind. New Opportunities, Inc. does not allow weapons legally permitted or not.
- ◆ Attendance – You are expected to keep all scheduled appointments. You must cancel outpatient appointments within 24 hours of the appointment. No shows or missed appointments will be billed at a flat rate of \$10.00. Unexcused absences may lead to discharge. If you miss more than 3 sessions of group you will need to meet with your counselor prior to further attendance at any groups.
- ◆ Confidentiality – It is your responsibility to keep all information that other persons served share or you become aware of at our agency confidential.
- ◆ Participation – Your full participation in the treatment process is expected. You will help develop your treatment goals, complete assignments, and participate in individual, group, and family sessions as necessary. You are expected to involve significant others, such as family, when needed. It shall be the policy of New Opportunities, Inc. to require drug urinalysis testing and alcohol breath testing as deemed necessary. These results are a method of monitoring progress of person served in treatment. You are expected to conduct yourself in a manner that is not threatening or violent – we do not employ seclusion or restraint practices however if there is a concern for the safety of yourself or others the police will be summoned.
- ◆ Follow-up – Following discharge, you may be contacted periodically for the purpose of follow-up to see how you are doing and get your opinion about our services. (By New Opportunities, Inc. and/or Iowa Consortium)
- ◆ Medications – If you are on a prescribed medication or utilizing an over the counter medication, notify your counselor of the use of any/all medications to include dose amount and frequency.
- ◆ Financial Obligation – We will do what we can to assist you in getting third party pay and in helping with your request for a sliding fee scale based on your income. It is your responsibility to provide current income and insurance/Title XIX information throughout treatment and to pay your fee per an established payment plan. A charge will be assessed for a urinalysis prior to urine collection. In the event urine is sent into the lab for further testing there will be an additional charge of \$15.00 per urinalysis. Your account is to be up to date prior to any documentation being sent to referral sources.
- ◆ Abstinence – We recommend person served abstain from the use of mood-altering drugs, including alcohol for the duration of treatment. No beverages containing alcohol are permitted on the property. Any illegal substance brought into the program may result in police being summoned and discharge.
- ◆ Tobacco - Tobacco/nicotine, or tobacco-like products, is strictly prohibited on New Opportunities, Inc. property.

Failure to comply with responsibilities of person served may be evaluated as grounds for termination of services or discharge.

Hours of Operation

Outpatient services are available days and evenings Monday through Friday. Your counselor will schedule times for your appointments on an individual basis. To set up an appointment call our Carroll number at 712-792-9266. Our on call phone/Crisis number is 712-830-0074.