

CLIENT BILL OF RIGHTS

You have the right to:

1. Be treated with dignity and respect.
2. Receive medically-necessary treatment, regardless of age, sex, ethnicity, national origin, marital status, sexual orientation, disability or religion.
3. Participate in the development and review of your Individualized Service Plan (ISP).
4. Confidentiality and privacy regarding your treatment, in accordance with State and Federal law. See the Notice of Privacy Practices for more details.
5. Expect reasonable safety in respect to Milestone practices and the environment.
6. Receive treatment in the least restrictive setting within the facility necessary to accomplish treatment goals.
7. Be discharged from the facility as soon as you no longer need care and treatment.
8. Unrestricted and private communication, including:
 - a. Being assisted by an advocate of your choice in the assertion of your rights.
 - b. Seeing a lawyer at any time.
 - c. Filing a complaint and having your complaint heard and resolved in a timely manner.
9. Request, in writing, to review your clinical record. Upon receipt of the request and appropriate approval, you will be granted access.
10. Refuse services and to be informed of the medical consequences, if any, of that refusal. If you have been ordered to our agency by a court of law, your right to refuse service may be limited by the court.
11. Know our method of determining fees for service and your responsibility for payment.

CLIENT RESPONSIBILITIES

You are responsible for:

1. Providing accurate information about your current issues and past illnesses.
2. Following your ISP. If you do not understand your plan, you need to speak to your treatment team.
3. Reporting unexpected changes in your condition to your provider.
4. Your actions if you do not follow your provider's instructions or refuse treatment.
5. Keeping all your appointments and, when unable to do so, notify your provider 24 hours in advance.
6. Assuring that financial obligations of your health care are fulfilled and that any changes in your insurance are reported immediately.

Client/Guardian Signature: _____ Date: _____

Witness Signature: _____ Date: _____

Bill of Rights Client Name: _____ ID #: _____

VOLUNTARY CONSENT TO RECEIVE SERVICES

A representative of Milestone Centers Inc. has explained, to my satisfaction, what services are available for me, any biological child or other individual for whom I have legal custody/guardianship. I understand the rights, responsibilities and liabilities of a client of Milestone Centers Inc. I am also aware of the agency grievance policy and procedures to resolve complaints regarding personnel or services.

I am aware Milestone Centers Inc. is required to report information about services rendered here to Managed Care companies, County and State Governments.

I voluntarily consent to receive services as a client of Milestone Centers Inc. or authorize delivery of services by Milestone Centers Inc. to the individuals for whom I have legal custody/guardianship.

Signature of Client, Parent, or Guardian

Date

Witness/Title

Date

Copy received by Client

OUTPATIENT APPOINTMENT CANCELLATION POLICY

Milestone Centers Inc. Outpatient Department requires at least 24 hours notice to cancel an appointment. If you cancel less than 24 hours before your scheduled appointment, it will be documented as a no-show. If you need to cancel and/or reschedule your appointment, please do so by contacting Milestone at 412-243-3400.

If you do not show for a scheduled appointment three times within a three-month period, the treatment team will review and determine appropriate clinical action. This may include termination of service.

In the event that either the therapist or psychiatrist cancels an appointment, it will be rescheduled as soon as possible.

Thank you for your attention to this matter. Please feel free to discuss this with your therapist should you have any questions.



The image shows a white rectangular card with a thin grey border, tilted slightly. At the top center is the Milestone logo, consisting of a green stylized figure with arms raised above the word "milestone" in a bold, lowercase sans-serif font. Below the logo is the text "CENTERS FOR PEOPLE WITH DEVELOPMENTAL & BEHAVIORAL HEALTH CHALLENGES" in a smaller, all-caps font. The main body of the card contains the following text: "YOUR NEXT APPOINTMENT WITH _____" followed by "IS AT _____ AM / PM ON _____" and ". 20____". At the bottom of the card, in a smaller font, is the instruction: "PLEASE CALL US 24 HOURS IN ADVANCE IF YOU ARE UNABLE TO KEEP THIS APPOINTMENT".

PROBLEM RESOLUTION PROCESS

It is the policy of Milestone Centers Inc. to provide guidelines for the prompt resolution of all concerns or alleged violations of clients' rights. If you, as a client of Milestone services, have any concerns regarding your case, the following steps may be taken:

1. Discuss your concern(s) with your therapist or case manager. This contact may be initiated by letter, telephone or personal conference.
2. If you are not satisfied with the outcome, your therapist or case manager will direct you to speak or meet with his or her supervisor. This meeting will be scheduled within ten (10) days of the request.
3. If you are still not satisfied with the outcome, the supervisor will request that you put your complaint in writing on a Grievance Form.
4. The Grievance Form will be forwarded to the Program Director, who will contact you and attempt to resolve the issue.
5. If you continue to be dissatisfied with the outcome, the Program Director will forward the Grievance Form to the Assistant Director of Mental Health Services or the Assistant Director of Developmental Disability Services, depending on where the issue occurred. The Assistant Director will contact you and attempt to resolve the issue.
6. If the Assistant Director is unable to resolve the issue to your satisfaction, he or she will direct the grievance to the Milestone Executive Director, who will review the grievance and make recommendations. The Executive Director may send the issue to the Board of Directors for resolution. The Board of Directors' decision is final.
7. You may also request that a consumer advocate, either internal or external, attend meetings to address your concerns.

If you are not satisfied with the decision of Milestone Centers Inc., you may explore other options by contacting the Allegheny County Mental Health Office at 412-350-3341, or the Office of Mental Health and Substance Abuse at 412-880-0193.

INFORMATION REGARDING MENTAL HEALTH ADVANCE DIRECTIVES

The following information is from the NAMI Southwestern PA website namiswpa.org

What is a Mental Health Advance Directive?

A Mental Health Advance Directive is a document that allows you to make your choices known, regarding mental health treatment, in the event that your mental illness makes you unable to make decisions. In effect, you are making informed decisions and your wishes known about treatment before the time that you will need it. A law was passed in Pennsylvania, effective January 28, 2005, that makes it possible for you to use a Mental Health Advance Directive.

Many decisions may need to be made for you if you have a mental health crisis or are involuntarily committed and become unable to make treatment decisions. For example, the choice of hospital, types of treatment, and who should be notified are decisions that may be made for you. Unfortunately, at the time of crisis, you may not be able to make your wishes known, and therefore you may end up with others making decisions that you would not make.

One way to be sure that your doctor, relatives, and friends understand your feelings is to prepare a Mental Health Advance Directive before you become unable to make decisions. Pennsylvania law allows you to make a Mental Health Advance Directive that is a declaration, a power of attorney, or a combination of both.

What is a Mental Health Power of Attorney?

A mental health power of attorney allows you to designate someone else, called an agent, to make treatment decisions for you in the event of a mental health crisis. A mental health power of attorney provides flexibility to deal with a situation as it occurs rather than attempting to anticipate every possible situation in advance. When using a mental health power of attorney it is very important to choose someone you trust as your agent and to spend time with that person explaining your feelings about treatment choices. Your doctor or his/her employee, or an owner, operator, or employee of a residential facility where you are living, cannot serve as an agent.

What is a Combined Mental Health Declaration and Power of Attorney?

Pennsylvania's law also allows you to make a combined mental health declaration and power of attorney. This lets you make decisions about some things, but also lets you give an agent power to make other decisions for you. You choose the decisions that you want your agent to make for you, as many or as few as you like. This makes your Mental Health Advance Directive more flexible in dealing with future situations, such as new treatment options, that you would have no way of knowing about now.

Your agent should be someone you trust, and you should be sure to discuss with your agent your feelings about different treatment choices so that your agent can make decisions that will be most like the ones you would have made for yourself.

These resources can provide additional information regarding Mental Health Advance Directives:

- Disability Rights Network of PA: 412-391-5225
- PA Mental Health Consumers Association: 1-800-887-6422
- Mental Health Association of PA: 1-866-578-3659
- NAMI Southwestern PA: 412-366-3788 or 1-888-264-7972

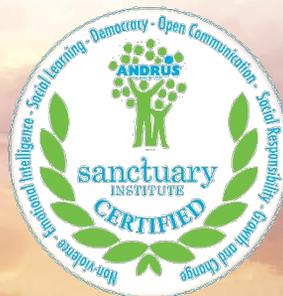
Milestone staff are trained in the Sanctuary® Model – a guide for creating and maintaining a safe, democratic environment where healing occurs. Sanctuary focuses on healing from trauma, such as loss, stress or adversity.

The Sanctuary Model helps Milestone provide a welcoming environment for our clients, their families and our staff. According to Sanctuary, we better serve those who have experienced trauma by viewing them as hurt, rather than ill. We won't ask you "what's wrong with you?" Instead, we will ask "what happened?"

Sanctuary provides tools, such as Community Meetings, that encourage an open and honest discussion of our emotions and experiences.

Milestone is proud to be a place where you are treated with respect and compassion. We help our clients improve their quality of life and focus on growth and healing.

It is our privilege to share the values of Sanctuary as we serve you.

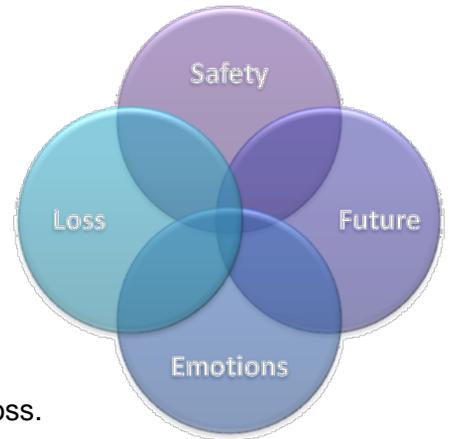


On the other side, learn more about Sanctuary and how it supports Milestone in its mission to provide quality, life-enhancing services that promote wellness and the development of human potential to persons with intellectual and developmental disabilities and/or behavioral health challenges.

The SELF Model

S.E.L.F. represents the four main areas of recovery from trauma that affects individuals, families and organizations.

- S – Safety:** Feeling safe physically, emotionally and socially. Safety is the foundation of healing and growth.
- E – Emotions:** How we learn to cope with strong emotions related to our experiences.
- L – Loss:** The physical loss of a person, an emotional loss such as a divorce, or loss of hope or trust. All change involves loss.
- F – Future:** Believing that things can transform and get better because we can create positive growth and change.



The Seven Sanctuary Commitments

Milestone upholds these values:

NONVIOLENCE: Building safety skills and a commitment to a safe environment.

EMOTIONAL INTELLIGENCE: Managing our emotions properly.

SOCIAL LEARNING: Building skills such as memory and learning new information.

OPEN COMMUNICATION: Overcome barriers to healthy communication, learning conflict management, and reducing acting-out.

DEMOCRACY: Create civic skills of self-control, self-discipline, and displaying authority in a healthy and constructive way.

SOCIAL RESPONSIBILITY: Establish healthy relationships, and a sense of fair play and justice.

GROWTH & CHANGE: Work through loss and prepare for the future.

