



429 Billingsley Rd.  
Charlotte, NC 28211-1098  
Main Phone Number  
704-336-2023

Consumer Representative  
Mecklenburg Area MH/DD/SA Authority  
704-336-6027

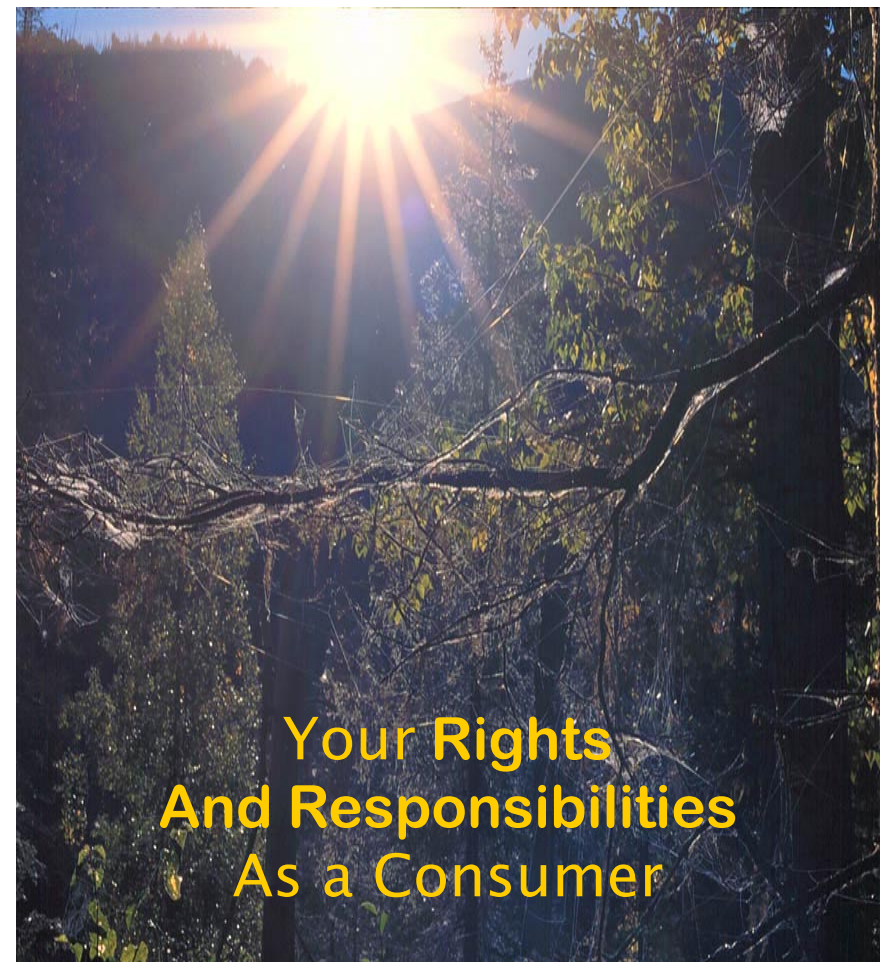
Incidents, Risk Investigations &  
Human Rights Committee  
704-336-6001

Appeals Information  
704-336-7187

FAX for Human Rights, Incidents  
and Appeals 704-336-7718

Screening, Triage and Referral (STR)  
704-336-6404  
TTY - 704-432-3452

[http://www.charmeck.org/Departments/  
Area+Mental+Health/Home.htm](http://www.charmeck.org/Departments/Area+Mental+Health/Home.htm)



## Your Rights And Responsibilities As a Consumer

### A Handbook for Consumers Families and Providers

Mecklenburg County Area Mental Health,  
Developmental Disabilities and  
Substance Abuse Authority



This handbook is given to all consumers and all staff who work with you to provide care or direct help. Providers are also given a copy that can be printed and can become a part of staff training.

This handbook is an introduction to rights and responsibilities and is not a resource guide for services. You will find website information on page 27 and advocacy information on pages 20 and 21. Phone numbers for Rights, Complaints and Appeals on the back of this handbook for additional assistance.

As a consumer of Mecklenburg County Area Mental Health, Developmental Disabilities and Substance Abuse Authority (AMHA) you have a right to receive service information, including your rights and responsibilities.

**When you receive services** from any program that works with Mecklenburg Area Mental Health, Developmental Disabilities and Substance Abuse Authority, (also called AMHA in this book) - you have certain rights.

You can expect to receive services and supports that will help you recover and become more independent. You can expect to be treated with dignity, acceptance and respect.

You will be helped to understand your problems or conditions and work on a plan you can agree on that includes best practices. You must also abide by certain rules.

## **DEFINITIONS**

**What is a right?** Something you can do by law.

**What is a rule?** Something set up by a program or area program or the state so things will run smoothly.

**What is a responsibility?** Something you agree to do to the best of your ability.



### What are rights restrictions?

“Rights restrictions” limit or take away a person’s right to do something. Your rights can not be taken away without safeguards in place to protect you. Your rights may be limited if you might harm yourself or other persons and could involve a involuntary commitment.

A very specific change to your **person-centered plan** must be approved by your team before your rights are limited in any way. A human rights committee may need to approve some restrictions. You or your guardian participate in making these decisions.

A person’s rights cannot be taken away because of the way others behave, because of staffing problems, because it is easier for staff or because it will make your home, work or community operate more smoothly.

For minors under age 18, a parent or a legal guardian makes treatment and service decisions for you or with you.

## YOU HAVE THE RIGHT TO A PERSON-CENTERED PLAN

- ◆ **Your mental health problem, disability or addiction** is only part of who you are. You have the right to choose goals that will lead to the kind of life you want for yourself. Mecklenburg AMHA’s job is to find an agency, program, doctor, or counselor to provide the treatment or support that will help you meet your goals regardless of cost or benefit coverage.
- ◆ **You have the right** to develop your own **person-centered plan** with the help of persons you choose and to review it from time to time to see how you are doing. You have the right to make choices about the services and supports you receive and who provides them.
- ◆ **You have the right** to receive services that give you the most freedom possible to be an independent person and have the life you want.
- ◆ **You have the right** to ask to make a change in your plan, in your medications, in the agency who works with you, your doctor, nurse, counselor or case manager.
- ◆ **You have the right** to ask questions and to make suggestions about Mecklenburg AMHA’s rights and responsibilities policies that are described in this brochure. You have the same rights with the agency or program or person who provides your services.
- ◆ **You have the right** to receive the information you want about Mecklenburg AMHA’s services, its providers, your rights and responsibilities, and how to make a complaint or an appeal.

*Find more information on person-centered planning on page 30.*

## YOU HAVE THE RIGHT TO BE INFORMED ABOUT YOUR PROBLEMS OR CONDITIONS AND ABOUT MEDICINES THAT MAY HELP YOU

- ◆ As a consumer, you have **the right** and **responsibility** to understand your problems, illness, addiction or developmental disability. Some conditions improve with medicine while you are in treatment, counseling or case management.
- ◆ Taking medicine may be part of your **person-centered plan**.
- ◆ You have **the right** to understand how the medicine may help you.
- ◆ You have **the right** to take the lowest possible dose that is effective for you. You have the right to refuse to take the medicine that is suggested or to request to change your medicine.



Your doctor or nurse is responsible to explain the risk or harm to you if you refuse to take the medicine suggested. *See questions to ask your doctor on page 31.*

Medicine may never be used to punish you or because it is more convenient for the staff who work with you.

## YOU HAVE THE RIGHT TO CONFIDENTIALITY

Your right to confidentiality about your treatments or services is protected by law. Your records and other information about you will not be shared with other agencies or persons without your signed permission. You can withdraw permission at any time. You can ask that only certain parts of your record be shared. Sometimes the law may require Mecklenburg AMHA to share information about you and the services you receive.

- ◆ In special situations, if a family member is involved in your treatment or service, they may be allowed to know some information about your services.
- ◆ A **Consumer Representative** or other advocate may review your record when they are asked to work on your behalf.
- ◆ The court may order us to release your records.
- ◆ Mecklenburg AMHA's attorney may need to see your record in special legal situations.
- ◆ If your treatment or service changes to another public agency, they may need to receive your records.
- ◆ If you go to jail or prison, we may share your files with prison officials if they believe you need mental health or substance abuse services or support for a developmental disability.

## MORE ABOUT CONFIDENTIALITY

- ◆ In an emergency, another doctor or nurse or counselor who is treating you may see your records.
- ◆ If a doctor or psychologist referred you to Mecklenburg AMHA, he or she may see your files.
- ◆ If you seem to be a danger to yourself or to others, or if we believe that you are likely to commit a crime, we are required by law to tell the police or a judge (for example, in a commitment situation.)
- ◆ Special confidentiality rules may apply if you have a legal guardian, are under age 18, or are receiving treatment for drugs and/or alcohol.
- ◆ When a child is receiving services and his/her parents are divorced, both birth parents may have access to their child's record unless their parental rights have been taken away.
- ◆ Mecklenburg AMHA staff are required by law to report suspected abuse or neglect of children, teens or disabled adults.
- ◆ If you feel that your right to confidentiality has been violated, you have the right to complain to the **AMHA Consumer Representative** at **(704) 336-6027**. You have the right to ask someone you trust to help you make a complaint.

## YOU HAVE THE RIGHT TO REFUSE TREATMENT

Before you agree to your **person-centered plan** and sign it, you will be told of the benefits or risks involved in the services you will receive. You have the right to consent to your plan and you also have the right at any time to refuse the services. The risks or harm of refusing treatment or services will be explained to you. The only time you can be treated without your consent is in an emergency situation. Some examples would be if you are thought to be a danger to yourself or others or when treatment has been court-ordered or if you are a minor and your parents have given permission.

## YOU HAVE THE RIGHT TO SEE YOUR OWN RECORD

If you wish to see your record, you have the right to do so except in some situations described in law and according to agency procedures. You have the right to have those situations explained to you.

## YOU HAVE THE RIGHT TO PRIVACY

You have the right to be free from any search of your person or property without just cause. Some programs of Mecklenburg Area Mental Health Authority have special procedures about Search and Seizure which will be explained to you before you receive services from these programs. (See page 14 and 15 for minors living in 24 hour facilities and 18 and 19 for adults living in 24 hour facilities)



## YOU HAVE THE RIGHT TO KNOW THE COST OF SERVICES

Fees for your services will be discussed with you at your first visit. If this does not occur, please let our staff know.

You may ask for a listing of charges for services.

You may appeal the fee set for services by completing a request to lower the fees.

You will never be denied emergency or inpatient services, if needed, because you are unable to pay your bills.

## YOU HAVE THE RIGHT TO BE TREATED WITH RESPECT

- ◆ Some programs are approved to use special techniques or **interventions** in an emergency if you become a danger to yourself or others or to property. Before you are admitted to a program, you will be informed of the types of interventions that are approved for use by that program. You have the right to refuse a planned intervention if it is suggested as part of your person-centered plan. Parents and guardians may approve these planned interventions.
- ◆ To protect you, there are very strict rules for staff about using interventions. Only trained staff may use restraints (*holding*), seclusion (*keeping you away from other persons*) or isolated time outs (*time spent completely alone*). Punishment is never allowed. Staff must protect you from harm while you are in any program and must report any form of abuse, neglect, or exploitation.
- ◆ A number of safeguards must be in place if these interventions are used and you or your parent/guardian have a right to request that someone you name will be told if an intervention is used. If you are a minor and admitted yourself, your parent or guardian has the right to talk with your program staff and know when you are discharged.
- ◆ Some emergencies may require police help or that a legal process be started to admit someone to a hospital against their will.
- ◆ Staff may never use these techniques to get back at you, because it is easier for them or in a way that hurts you or is very uncomfortable.

**YOU HAVE THE RIGHT TO GET  
INFORMATION ABOUT YOUR RIGHTS  
AND RESPONSIBILITIES**

and **to know** the rules of your program

When you start a service or program, you have the right to learn about the rules you are expected to follow and what the consequences will be for not following the rules. You should expect your service or program to provide you with a copy of their rules before you begin receiving services.

If you do not receive a copy of their rules or if you believe your program is not following its own rules, contact the human rights or complaints person in your program or the **AMHA Consumer Representative at 704-336-6027**.

If you do not follow your program rules, you may be asked to leave that treatment place or may be suspended or expelled.

You and your team may meet and decide you need a different kind of service if your condition meets “medical necessity” for that service.

If you disagree, you can appeal the decision.  
(See page 23)

**YOUR RIGHTS  
IN A 24-HOUR  
FACILITY**

When you receive care in a 24-hour facility you have more rights beyond those already listed. You must be told about these rights within 72 hours after going into the facility.

When you start living in a 24-hour facility, staff may search you and your things to prevent dangerous objects or illegal drugs from being brought into the facility. The facility itself may be searched if staff believe these items are present, and staff may search consumers who are children or teens.

*See the additional rights on page 14 and 15.*



## **ADDITIONAL RIGHTS OF MINORS LIVING IN 24-HOUR FACILITIES**

*The first four rights may not be restricted or limited.*

- ◆ **To contact and consult with your parent or guardian or the agency or person that has legal custody of you.**
- ◆ **To contact and consult with, at your expense or that of the person legally responsible for you, lawyers, private doctors and private mental health, developmental disabilities and substance abuse professionals that you or your legally responsible person chooses**
- ◆ **To contact and talk with the Consumer Representative or other advocate.**
- ◆ **To send and receive mail and have writing materials, stamps, and help from staff when necessary.**

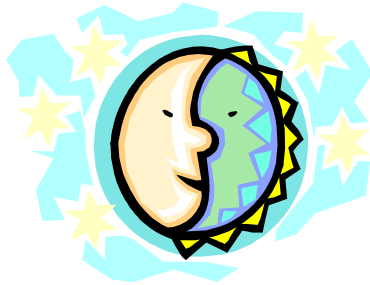
*The rights below and on page 15 may be restricted in some circumstances by your doctor or therapist responsible for your services. There is a special procedure for this restriction.*

- ◆ To receive proper adult supervision and guidance.
- ◆ To have opportunities to mature physically, emotionally, intellectually, socially, and vocationally.

- ◆ To have structure and supervision that respects your rights.
- ◆ To have treatment separate from adult consumers unless your treatment needs direct that you should be with adults.
- ◆ To make and receive telephone calls. Long distance calls will be at your own expense or made collect.
- ◆ To have visitors with staff or family supervision, when it does not cause problems with treatment or school between 8 AM and 6 PM.
- ◆ To receive special education and job related training according to state and federal law.
- ◆ To be outside daily and participate in play, recreation, and physical exercise according to your needs.
- ◆ To keep and use your own clothing and belongings with supervision except as forbidden by law (The facility will help you make a list of clothing and belongings to prevent loss).
- ◆ To participate in worship that you choose.
- ◆ To have access to a place to store your own belongings.
- ◆ To have access to and spend a reasonable amount of your own money.
- ◆ To keep a driver's license unless prohibited by law.
- ◆ To have the right to dignity, privacy, and human care in the provision of personal health, hygiene and basic grooming care.



**YOU HAVE TWO SPECIAL RIGHTS  
IF YOU RECEIVE SERVICES IN A  
DAY/NIGHT OR 24-HOUR PROGRAM**



- To socialize with other persons in the program, and
- To make suggestions about the program and its rules



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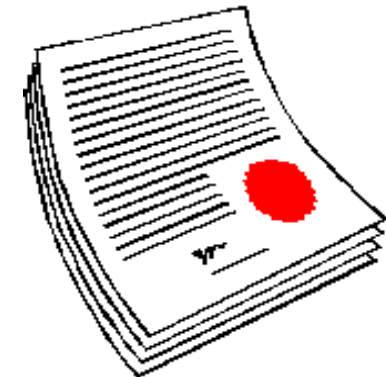
**YOU HAVE THE RIGHT TO MAKE  
ADVANCE INSTRUCTIONS**

In North Carolina, Advance Instruction for Mental Health Treatment is a legal document that tells doctors and health care providers what mental health services or treatment you would want and what services or treatment you would not want if you later become unable to decide for yourself.

You can name a person to make health care decisions for you if you are not able to make them yourself. This must be done legally as part of a Health Care Power of Attorney. Your case manager, case coordinator, therapist, nurse, doctor or AMHA Consumer Representative can tell you more. A consumer advocate may help you file the papers for advanced instructions.

<http://www.ces.ncsu.edu/depts/fcs/estates/aimht.html>

[http://www.ces.ncsu.edu/depts/fcs/estates/aimht\\_form.html](http://www.ces.ncsu.edu/depts/fcs/estates/aimht_form.html)



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## **ADDITIONAL RIGHTS OF ADULTS RESIDING IN 24-HOUR FACILITIES**

**The first four rights may not be restricted, limited or taken away.** The other Rights may be limited under some circumstances. There is a special procedure to establish a restriction.

- ◆ **To receive necessary treatment for and prevention of medical problems based on your condition and length of stay** (*You may be billed for this care if it is more than the facility's regular service.*)
- ◆ **To send and receive sealed mail and have writing materials, stamps, and help from staff provided to you when necessary.**
- ◆ **To contact and consult with, at your own expense, lawyers, private doctors, and private mental health, developmental disabilities and substance abuse professionals that you choose.**
- ◆ **To contact and talk with a consumer representative or other advocate.**
- ◆ To make and receive private phone calls. You must pay for long distance calls yourself or make collect calls.
- ◆ To receive visitors when visiting does not interfere with treatment.
- ◆ To talk to and to meet (under supervision) with persons you choose, if they are willing.

- ◆ To make visits outside the facility unless there are issues related to commitment (being sent to a facility against your will) or you have been charged with a violent crime and are being held briefly while a judge determines if you are able to make sound decisions about your treatment, etc.
- ◆ To be outside every day and be able to exercise several times a week in a place with reasonable equipment. To keep and use your own clothing and belongings except as prohibited by law. (*The facility will help you keep a list of clothing and belongings to prevent loss.*)
- ◆ To participate in worship that you choose.
- ◆ To keep and spend your own money.
- ◆ To keep a driver's license unless prohibited by law.
- ◆ To have access to a place to store your own belongings.
- ◆ To have the right to dignity, privacy, and humane care in the provision of personal health, hygiene and grooming care.
- ◆ To have your own written discharge plan that contains recommendations about other services you may need. You or your guardian have the right to have a written copy of your discharge plan and to have your discharge plan to become a part of your person-centered plan.
- ◆ The 24-hour facility shall make efforts to have a quiet place to sleep without being disturbed during scheduled sleeping hours and to have a place where you can spend some time alone if that is part of your plan.
- ◆ To have the right to decorate your own room.

## LOCAL ADVOCATES

### Arc of Mecklenburg County, Inc.

Advocacy, information and support for persons and their families living with mental retardation and developmental disabilities

704-332-4535 <http://www.arcmeck.org>

### Council for Children, Inc.

Advocacy for individual and groups of children

(704) 372-7961 <http://www.councilforchildreninc.org>

### Exceptional Children's Assistance Center

Parent training and information

(704) 892-1321 <http://www.ecac-parentcenter.org>

### Mental Health Association of the Central Carolinas

Advocacy, education and referral

(704) 365-3454 <http://www.mhacentralcarolinas.org>

### NAMI Charlotte, (National Alliance for the Mentally III)

Advocacy, education and support for persons and their families living with severe and persistent mental illness

(704) 333-8218 <http://www.nami-charlotte.org>

### Programs for Accessible Living (P.A.L.)

Advocacy, independent living skills, information and referral, and peer mentoring for persons with disabilities

(704) 537-0550 (V/TTY) <http://www.paladvocates.org>

### Substance Abuse Prevention Services

Training, referral and education about drugs and alcohol

704-375-DRUG (3784)– Information line

<http://www.preventionservices.org>

## STATE ADVOCATES

Governor's Advocacy Council for Persons with Disabilities is a state agency established to protect and advocate for the rights of persons with disabilities.

1-800-821-6922 <http://www.gacpd.com>

Mental Health Association of North Carolina is an organization To promote mental health, prevent mental disorders and eliminate discrimination against people with mental disorders.

1-919-981-0740 <http://www.mha-nc.org>

NC Mental Health Consumers Organization, Inc. is a non-profit organization made up of mental health consumers who provide support and advocacy for other mental health consumers.

1-800-326-3842 <http://www.naminc.org/consumer>

The ARC of North Carolina is a non-profit organization advocating for rights of persons with developmental disabilities.

1-800-662-8706 <http://www.arcnc.org>

National Alliance for Mentally III - North Carolina (NAMI) is a non-profit, non-governmental organization made up of mental health consumers and their families.

1-800-451-9682 <http://www.naminc.org>

An **advocate** is someone who is not directly involved with your treatment or service but who has the knowledge and ability to speak with you about your rights. The advocates listed provide their advocacy services free and most phone calls are free. In most cases the hours are from 8:00 am to 5:00 pm, Monday through Friday.

## YOU HAVE THE RIGHT TO MAKE A COMPLAINT

If you are dissatisfied with a service or feel you have not been treated fairly, you have the right to make a complaint at any time. You may ask anyone you choose to help you make a complaint.

Try to talk about your problem first with the staff where you receive services and give them a chance to help solve the problem. If you are not satisfied, contact your program's Complaints / Consumer Rights Representative or supervisor to complain or make suggestions.

At any time, if you are not satisfied with the answers you are receiving for your complaint, you can call the **Mecklenburg AMHA Consumer Representative (704-336-6027)**. The Representative will listen to your complaint and decide if it is an "urgent" complaint. If it is urgent, the Consumer Representative or staff from AMHA's Consumer Affairs & Community Services Division will investigate and try to solve the problem within 72 hours. If it is "non-urgent" Consumer Representative will try to solve your complaint within 20 calendar days. If your complaint is still not solved to your satisfaction, you may ask the Consumer Affairs & Community Services staff to present your complaint to Mecklenburg Area Mental Health Authority's Human Rights Committee or to the Area Director.

Our staff is committed to responding as quickly as possible to your questions, concerns, or complaints. Every effort will be made to get the answers you need as quickly as possible.

You may also contact the N.C. Division of Mental Health, Developmental Disabilities and Substance Abuse Services 919-715-3197 in Raleigh.

## YOU HAVE THE RIGHT TO APPEAL DECISIONS MADE BY THE MECKLENBURG AREA MENTAL HEALTH AUTHORITY ABOUT THE SERVICES YOU RECEIVE

If you do not agree with a recommendation about what services you will or will not receive or about changes in your services, you may ask for a Utilization Management Review of the recommendation.

If you are already receiving services, those services will continue until a review is completed and any appeal is settled. If Utilization Management does not agree your service should be authorized then your request will be reviewed by the Mecklenburg AMHA's Senior Clinician, Medical Director or by the CAP Approval Specialist if you receive CAP services.

One of these clinicians will review all the information from your service and the recommendations made about your services and will decide to approve or deny your request. If your service is approved, then the service you requested will begin, continue or not change until it is time for another review of your services.

If your request is denied, you will receive a letter explaining how to **appeal** this decision locally or at the state level (Medicaid services only).

## YOUR RESPONSIBILITIES

Together with our providers it is our responsibility to inform you about your rights and work to protect your rights.

**You have responsibilities** as a consumer, too. These are ways you can be a responsible consumer:

- ◆ Give us all the facts about the problems you want help with and bring a list of all other doctors providing care for you and tell us about any other problems you are getting treatment for.
- ◆ Follow your **person-centered plan** once you have agreed to it.
- ◆ Keep all appointments or call 24 hours before an appointment if you cannot come in.
- ◆ If you receive medicine from us, bring in your medicine bottles and all others you have from other doctors.
- ◆ If you have Medicaid or Medicare, bring in your card each time you come for an appointment
- ◆ Let us know about changes in your name, insurance, address, telephone number or your finances.

- ◆ Pay your bill or let us know about problems you have in paying.
- ◆ Treat staff and other consumers with respect and consideration.
- ◆ Follow the rules of the program where you receive services.
- ◆ Let us know when you have a suggestion, comment or complaint so we can help you find an answer to the problem.
- ◆ Respect the confidentiality and privacy of other consumers.
- ◆ Be very involved in developing and reviewing your **person-centered plan**. Ask for information about your problems.
- ◆ Talk to your case manager, counselor or doctor and others on your planning team **often** about your needs, preferences and goals and how you think you are doing at meeting your goals.

**IMPORTANT INFORMATION YOU  
MAY WANT TO KEEP**

**Therapist/Counselor/Case Manager:**

\_\_\_\_\_

**Location:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Program Name:** \_\_\_\_\_

**Program Supervisor:** \_\_\_\_\_

**Emergency Room:** \_\_\_\_\_

**My Doctor and/or Nurse:** \_\_\_\_\_

\_\_\_\_\_

**Pharmacy:** \_\_\_\_\_

**Rights/Complaints phone # or contact in my  
program:** \_\_\_\_\_

**Advocate/Support Person/Guardian:**

\_\_\_\_\_

\_\_\_\_\_

**My Notes**

Many Consumer Rights are from  
Provisions of Article 3,  
Chapters 122C of the NC General Statutes

[http://www.ncleg.net/Statutes/GeneralStatutes/HTML/  
ByChapter/Chapter\\_122C.html](http://www.ncleg.net/Statutes/GeneralStatutes/HTML/ByChapter/Chapter_122C.html)

Rules that apply to the Division of State Division of Mental  
Health, Developmental Disabilities and  
Substance Abuse Services

<http://www.dhhs.state.nc.us/mhddsas/rules/index.html>

- Handbook approved by the  
Mecklenburg County Area MH/DD/SA Authority
1. Consumer and Family Advisory Committee
  2. LME Quality Improvement Committee

State website with more information for consumers, fami-  
lies and providers about consumer rights,  
appeals and local resources

<http://www.dhhs.state.nc.us/mhddsas/index.html>

Explore news and updates by clicking on the on the  
consumer link

of the Area Mental Health Home Page at  
[http://www.charmeck.org/Departments/Area+Mental+Health/  
Home.htm](http://www.charmeck.org/Departments/Area+Mental+Health/Home.htm)

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## AREA PROGRAM CONTACTS

Area Director	Grayce Crockett	704-336-8638
Deputy Area Director	Carlos Hernandez	704-336-6089
Clinical Director	Dr. Elizabeth Peterson-Vita	704-336-7149
Medical Director	Dr. Mark Rosenberg	704-336-7462
Financial Services	Julie Daughety	704-336-5653
Provided Services	Connie Mele	704-336-7155
Utilization Review	Debbie Dukes	704-432-1978
Quality Improvement	Jan Sisk	704-336-6595
Public Information	Shirley Moore	704-336-4919
Screening, Triage & Referral	Patricia Ennes	704-432-3340

## CONSUMER AFFAIRS & COMMUNITY SERVICES CONTACTS

Director	Dennis Knasel	704-336-4441
Consumer Representative		704-336-6027
Consumer Appeals	Jason Randall	704-336-7187
Provider Relations	Anda Cochran	704-336-3793
Provider Network	William Sims	704-336-2669
Provider Incidents	Linda Margerum	704-336-6001



**Emergency Services/Psychiatric Hospital**  
Behavioral Health Center—CMC Randolph  
704-358-2700

### Detox Services

Substance Abuse Services Center  
704-336-3067

### Services, Eligibility and Assessment Information

Screening, Triage & Referral 704-336-6404 or  
1-877-700-3001 (toll free number)

### Authorization and Review of Services

Utilization Management 704-336-3130

### Some Residential, Outpatient and Inpatient Services are Authorized and Reviewed by

Value Options 1-888-510-1150

**Consumer Records Information** 704-336-3427  
or 704-336-2977

### Consumers and Family Members of Consumers Advise the Area MH/DD/SA Authority through the

1. Consumer and Family Advisory Committee
2. Human Rights Committee
3. Focus Groups

For information on these committees call  
Dennis Knasel at 704-336-4441

**Person-centered planning and thinking** occurs when a service provider respects consumers' wishes and goals and puts the consumer in charge of defining the direction of their lives by:

- Allowing them to make their own choices and decisions.
- Honoring their choices and wishes as much as possible.
- Encouraging their family members and friends to participate in planning and decision-making.
- Helping them build on their strengths.
- Helping them create real relationships.
- Helping them become a part of their neighborhoods and communities.
- Helping them achieve their dreams.
- Helping them feel proud of who they are.

### **Use this checklist to make sure you're receiving person-centered planning**

- Your planning meeting occurs at a time and place that is convenient for you. Yes\_\_ No\_\_
- You invite the people you want to your meeting. Yes\_\_ No\_\_
- You get the information you need and ask for from the people at your meeting. Yes\_\_ No\_\_
- The people at your meeting listen to you and respect your opinions and your wishes about your goals. Yes\_\_ No\_\_
- The people at your meeting have ideas about how you can be more independent and more involved in your community. Yes\_\_ No\_\_
- If there are difficulties getting what you want, you agree with solutions that others offer. Yes\_\_ No\_\_
- People who promise to help get what you want agree to a time line to make things happen. Yes\_\_ No\_\_
- You are satisfied with the final plan and agree to sign it. Yes\_\_ No\_\_

### **Questions to ask the doctor about medication**

- ◆ What is the generic name and the product name?
- ◆ What is the suggested dose level?
- ◆ How does this medication work?
- ◆ What do you expect it to do?
- ◆ How long will it take to achieve that result?
- ◆ What are the risks associated with taking this medication?
- ◆ What kind of an effectiveness track record does this medication have?
- ◆ What short term side effects does this medication have?
- ◆ What long term side effects does this medication have?
- ◆ Is there any way to minimize the chances of experiencing these side effects? If so, what are they?
- ◆ Are there any dietary or lifestyle suggestions or restrictions when using this medication?
- ◆ Why do you recommend this particular medication?
- ◆ Have you had other patients that have used it?
- ◆ If so, how have they done?
- ◆ How is this medication monitored?
- ◆ What tests will I need prior to taking this medication?
- ◆ How often will I need these tests while taking the medication? What symptoms indicate that the dosage should be changed or the medication stopped?
- ◆ Where can I get more information about this medication?
- ◆ Ask the physician and/or pharmacist if they have any printed information on this medication you can have to study.