

## PATIENT'S BILL OF RIGHTS/RESPONSIBILITIES AND GRIEVANCE POLICY AND PROCEDURES

We strive to provide you with the kind of support and help to encourage mental health and well-being. When you receive services from the Institute for Practical Life you have rights and responsibilities.

### Patient's Rights:

- The right to be told what to expect from therapy, counseling, or coaching.
- The right to not be subjected to non-standard treatment or procedures, experimental procedures or research, or provider demonstration programs, without written informed consent.
- The right to privacy and dignity.
- The right to the least restrictive conditions necessary to achieve the goals of treatment/services.
- Request a change of clinician, coach, or therapist if there is another staff person available who can address your issues and your request is reasonable. We only consider non-discriminatory requests.
- To receive information and education You have the right to obtain, from the practitioners responsible for coordinating and providing your care, complete and current information about diagnosis (to the degree known), treatment, alternatives, risks, and any known prognosis.
- To receive services even if you choose not to use your insurance to cover those services.
- In the event of extreme financial hardship, such as if you were to lose your source of income or insurance to be considered for the Community Plan(1), designed to provide mental health support to persons whose income and resources are insufficient to meet the costs of necessary care and services.
- If we can not accommodate your request for services, we will provide you with a referral to a provider who might be able to assist you.
- To have the medical record accessed only by individuals for legitimate business purposes and as permitted under law.
- To expect all communications and other records pertaining to care, including the source of payment, to be treated as confidential.

### Patient's Responsibilities. This is what we ask from you:

- To cooperate with us to the best of your ability.
- Providing information As a patient, you are an integral part of the mental healthcare team. Therefore, you are responsible for: Participating in your care and mental healthcare decisions
- Providing us, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, allergies, and other matters relating to your physical health and mental health.
- Reporting unexpected changes in your condition to the responsible practitioner.
- To attend scheduled appointments with the assigned provider as agreed, in order for him or her, to guide you toward your outlined goals and recovery.
- To treat our staff and your provider with respect, dignity, and courtesy.
- To comply with the terms and conditions regarding the financial agreement entered into, during the intake process.
- To comply with requirements imposed by the Community Plan to determine eligibility for and the extent of mental health support that you might be eligible for.
- To provide us with proof to determine if you are categorically needy, or needy due to loss of income or another severe circumstance.
- The patient is responsible to advise us of the end of his or her hardship.
- The patient is responsible for any omissions that could mislead us to grant them the Community Plan benefit, in addition, the patient is responsible for providing us with the necessary information, on a quarterly basis to determine eligibility. If we determine that the patient secured a benefit by means of deception, the patient will be billed retroactively and held liable for full payments.

The Community Plan is a cooperative venture between the Institute for Practical Life and Church of the Awakening Trinity, INC designed to afford mental health assistance to persons whose income and resources are insufficient to meet the financial demands of necessary care and services. It would be unethical for us to terminate services to them, or deny services to them, due to their inability to pay. We believe that as a society we do better when we support and attend to each other during our vulnerable phases in their lives. Such as after having lost a job, having been diagnosed with a severe physical condition(s), or having lost insurance coverage.

- Refusing treatment: You are responsible for your actions if you refuse treatment or do not follow the mental health practitioner's instructions or recommendations.

**Grievance Procedure:** You may appeal to the Institute for Practical life decisions and actions. You might also appeal to staff decisions and actions.

**STAGE ONE:** Initially, you should discuss your concerns with the office assistant. If she can not guide you or you cannot reach a satisfactory solution, you should take the issue to the Operations Manager. Appeals to the Operations Manager must be sent via certified mail. A verbal appeal will not be accepted. All appeals must be sent in writing, via certified mail to: Institute for Practical Life P.O. Box 23

Edison, New Jersey 08818.

If the grievance is not resolved by means of stage one, you might follow the delineation in stage two.

**STAGE TWO:** You may bring your grievance to the Executive Directors, who will consider your grievance, and will make the determination. During this stage, you should add any additional information to support your position or claim. You should also include a brief of up to three pages stating your position. This brief should clearly state why you had disagreed with the Operations Manager's decision.

**STAGE THREE:** If the complaint has still not been resolved to your satisfaction, by following STAGE TWO, you might request a review by our affiliate Church of the Awakening Trinity, INC. Before Stage Three is initiated you must sign a release of information.

A certified letter must be mailed to:

Church of the Awakening Trinity, INC.

328 Denison Street

Highland Park, New Jersey 08904.

**STAGE FOUR:** In the unfortunate event that your grievance is not resolved after having followed the previous STAGES (STAGE ONE, STAGE TWO, AND STAGE THREE), you might seek to settle your grievance by Arbitration. Before Stage Four is initiated you must sign a release of information. STAGE THREE OF THE GRIEVANCE PROCEDURE MUST BE COMPLETED BEFORE ARBITRATION IS INITIATED. THE REQUEST FOR YOUR GRIEVANCE TO BE ARBITERED MUST BE SENT IN WRITING BY CERTIFIED MAIL TO:

Church of the Awakening Trinity, INC.

328 Denison Street Highland Park,

New Jersey 08904.

ALL OTHER TYPES OF REQUESTS WILL BE DEEMED INVALID.

The decision arising from stage three of this GRIEVANCE PROCEDURE shall be solely and finally settled by arbitration. The Federal Arbitration Act will govern the arbitration. The party requesting arbitration must pay the filing fee. The arbitration will be conducted at a neutral location, LOCATED IN, MIDDLESEX COUNTY, STATE OF NEW JERSEY, USA. by a single arbitrator to be selected by Jusleine Expressions, LLC. WHETHER A CLAIM OR DISPUTE IS SUBJECT TO ARBITRATION UNDER THIS PROVISION SHALL BE DECIDED BY THE ARBITRATOR. NO CLAIM OR DISPUTE MAY BE ARBITRATED ON ANYTHING OTHER THAN AN INDIVIDUAL BASIS. WHEN A CLAIM OR DISPUTE IS REFERRED TO AN Arbitration Organization IN ACCORDANCE WITH THIS PROVISION, YOU WILL NOT HAVE ANY RIGHT TO LITIGATE THAT CLAIM OR DISPUTE IN COURT OR TO HAVE A JURY TRIAL ON THAT CLAIM OR DISPUTE. THE ARBITRATOR'S DECISION WILL BE FINAL AND BINDING.

The arbitrator's authority shall be limited to resolving individual disputes between you and Jusleine Expressions, LLC, and the arbitrator shall not determine, as an initial matter, whether class, mass, or consolidated relief is permitted in arbitration. Notwithstanding the foregoing, without first seeking or obtaining any decision in arbitration (even if a similar or related matter has already been referred to arbitration in accordance with the terms of this paragraph), (i) Jusleine Expressions, LLC, its affiliates and licensors may bring any claim or suit for the purpose of evidencing, enforcing, registering or defending their intellectual property rights in any court or forum of competent jurisdiction; and (ii) Jusleine Expressions, LLC, its affiliates and licensors shall be entitled to seek injunctive and other equitable relief in any court or forum of competent jurisdiction to enforce this Agreement. The arbitrator cannot award punitive damages.