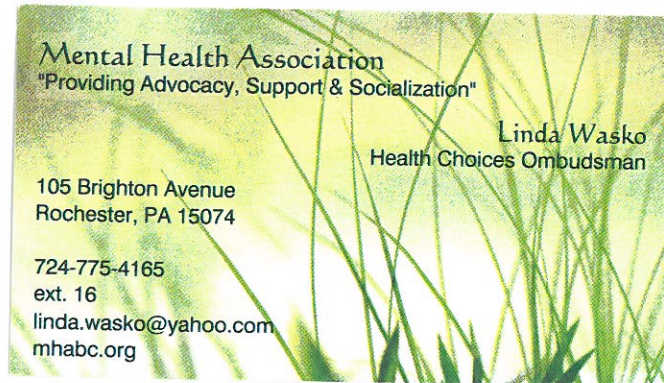


OMBUDSMAN



YOU HAVE:

- The **Right** to be treated with dignity and respect.
- The **Right** to privacy concerning medical records and conversations with caregivers.
- The **Right** to take part in your treatment plan including asking for a change to caregiver and/or treatment.
- The **Right** to be treated without any form of discrimination or prejudice.
- The **Right** to get a copy of your medical records and/or review them with your provider.
- The **Right** to file a complaint or grievance if your rights have been violated.
- The **Right** to ask for the help of an Ombudsman if you wish to file a complaint or grievance.

YOU HAVE:

- The **Responsibility** to respect the dignity and privacy of others.
- The **Responsibility** to keep your appointments.
- The **Responsibility** to make sure your provider has the information they need to better serve you.
- The **Responsibility** to work with your provider to help develop a treatment plan and ask questions when you don't understand your treatment.
- The **Responsibility** to try to follow the treatment plan you developed with your provider.
- The **Responsibility** to notify your provider if you decide to stop your treatment.
- The **Responsibility** to NOTIFY VBH-PA WITH ANY ADDRESS AND PHONE NUMBER CHANGES.