

PATIENT RIGHTS

As a patient of Hope for a Better Tomorrow, you have specific rights that are enumerated in Wisconsin Statutes 51.61 and Wisconsin Administrative Code HHS 94.

As a patient, you have the right to:

1. Be informed of your rights verbally and in writing.
2. Receive prompt and adequate treatment.
3. Refuse treatment that you do not desire.
4. Be free from unnecessary or excessive medication.
5. Receive clear information regarding medication including possible benefits, side effects and alternative treatment.
6. Be free from drastic procedures, unless you give your informed consent.
7. Be free from experimental research, unless you give your informed consent.
8. Be free from unreasonable or arbitrary decisions pertaining to your treatment.
9. Be free from audio or video recording with your informed consent.
10. Have your confidentiality of your treatment and your treatment records protected.
11. Have access to information in your treatment records. You may also have your records forwarded to a new therapist following your treatment at Hope for a Better Tomorrow. You may also challenge the accuracy of the information in your record and have the right to have factual errors corrected.
12. File a grievance regarding this clinic if you feel your rights have been denied or limited.
13. Ask for and obtain a copy of the grievance procedure for this clinic.
14. The matching copy is for your records and reference. This copy will remain in your Hope for a Better Tomorrow file for purposes of documentation.

Cancellation Policy

If you are unable to attend an appointment, we request that you provide at least 24 hours advanced notice to our office. Since we are unable to use this time for another client, please note that you may be billed for the entire cost of your scheduled appointment, unless such cancellation is due to illness or an emergency.

For cancellations made with less than 24 hour notice (unless due to illness or an emergency) or a scheduled appointment that is completely missed, you will be mailed a bill directly for a full session fee.

We appreciate your help in keeping the office schedule running timely and efficiently.