



16701 Melford Blvd. suite 400
Bowie, MD 20715
240-355-0178

3 Roads

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Bowie, Maryland 20715

(240) 355-0178

Participant's Rights and Responsibilities

- You have the right to an explanation of your rights in a language you can understand.
- You have the right to be free from any physical or verbal constraints.
- You have the right to equal access to all services regardless of race, religion, color, age, sex, creed, or sexual orientation.
- You have the right to appropriate treatment and services that provide you assistance and support you need in the least restrictive environment necessary.
- You have the right to participate in the development of your individual treatment plan. You also have the right to review and agree or disagree with any changes to your plan and goals.
- You have the right to appropriate and humane treatment and services that are free from sexual, mental, physical, or emotional abuse. Any allegations of abuse by our personnel will be reported to the appropriate authorities.
- You have the right to have your record kept confidential. You have the right to give written consent before we can discuss, release, or receive any of your personal information.
- You have the right to review your records and a right to a written or verbal summary of your records if your physician or therapist feels that your record could be harmful to your treatment services.

- You have the right to file a grievance/concern.
- You have the right to know about any negative effects that may result from the treatment or services provided.
- You have the right to know the name, title, and role of the individuals responsible for your treatment service.
- You have the right to refuse medication and/or the contact with a psychiatrist.
- You have the right to treatment according to your individual treatment plan.
- You have the right to know about other treatment or services provided by other mental health agencies.
- You have the right to refuse to participate as a subject in any research.
- You have the right to an explanation of charges and fees before admission.
- You have the right to discharge policy prior to admission and a discharge plan with the termination of your services.

Your rights will be posted on the 3 Roads website and will also remain in your confidential client file. As a participant of 3 Roads, you have the following responsibilities:

1. Give accurate information about your mental health and/or substance abuse.
2. Participate in planning, reviewing, and changing your treatment plan.
3. Cancel any appointments within 24 hours or alert your clinician if there is any problem with keeping the appointment.
4. Assist maintaining a safe and orderly environment and,
5. Tell the agency staff if you have any problems or concerns with services

To exercise these rights, you may request a Grievance Form from your clinician. Your request must be submitted in writing or you can directly contact the Clinical Director and Owner of 3 Roads at admin@3roadstherapy.com.

It is the policy of 3 Roads to treat all clients with fairness and professionalism and to strive for excellence in providing services to clients. 3 Roads policy provides clients and their families or legal guardians with the opportunity to express a problem or grievance related to the quality of services. If you feel you have been treated unfairly, unprofessionally or feel that your rights have been breached, the following procedure should be used.

3 Roads grievance procedure is designed to provide a means for those requesting for 3 Roads' services and clients receiving services to bring a grievance to the attention of 3 Roads and to reach a speedy resolution. 3 Roads has a strict policy prohibiting retaliation in any form against anyone who files a grievance.

A grievance is defined as any situation or condition that a client thinks is unfair, unjust or inequitable. In addition, if a client merely states they want to file a grievance, a grievance should be completed. Under this Client Grievance Procedure, you should submit a grievance in the following sequence:

- If you have a grievance, the concern can be discussed with a 3 Roads staff. If you decide to speak to a 3 Roads staff and an agreement cannot be reached, you should proceed to the next step of this grievance procedure. You can also file a grievance without any discussion and proceed to the next step. Grievance forms can be found at the following:

1. www.3roadstherapy.com

2. You can request the form from administration at admin@3roadstherapy.com

3. Call 240- 355-0178 to request a form from the Clinical Director

4. If the matter has not been resolved to your satisfaction, you may choose to discuss your concerns with any supervisor by calling 240-355-0178

- Once notified in writing (email to admin), 3 Roads will initiate an investigation within two business days and provide an acknowledgment to you within 7 business days.
- 3 Roads will report the outcome of the complaint investigation to you within 14 business days after the complaint is received. If it has not been possible to gather the necessary information that would lead to a resolution by 14 days, you will be notified and given a new date, up to 30 days, by which a resolution or determination will be made.
- If for any reason you are unsatisfied with the results, you may contact 3 Roads, Chief Executive Officer to further discuss the matter. The CEO will conduct a review of the matter and will respond to you in writing (email) within 10 business days. The CEO's decision and recommendations will be final.

***Please be advised that your medical records may be requested and reviewed at any time by your insurance company when you are requesting payment/coverage for services from them. 3 Roads is not required to obtain consent for each time medical records are requested by your insurance company.