

Patient Advocacy Services

OASAS Patient Advocacy services help promote high-quality care by OASAS-certified or funded programs by protecting patient rights and ensuring that services are delivered consistent with laws and regulations. Patient Advocacy helps individuals receiving services by answering questions and addressing problems that cannot be resolved by the program.

Patient Advocacy also advises program staff by answering questions concerning patient rights and service standards. When contacted, the Advocacy unit resolves each matter as quickly and fairly as possible. Most times, a phone call is sufficient.

Although help is provided to anyone, in general, our advocacy services do not include assessments, referrals or direct counseling. Referrals to a certified program can be obtained through the OASAS 24-hour HOPEline, **1-877-8-HOPENY**.

To access the OASAS Patient Advocacy services, call 1-800-553-5790, Monday through Friday from 9 a.m. to 5 p.m. Calls must be made within New York.



OASAS
Improving Lives.

Addiction Services for Prevention, Treatment, Recovery

**New York State Office of Alcoholism
and Substance Abuse Services**

www.oasas.ny.gov

General Information: 518-473-3460
Patient Advocacy: 1-800-553-5790
HOPEline: 1-877-8-HOPENY
Find help for alcoholism, drug abuse or problem gambling.

Governor
Andrew M. Cuomo

Commissioner
Arlene González-Sánchez, M.S., L.M.S.W.

Your Rights and Responsibilities

What individuals in addiction treatment programs need to know.



**New York State Office of Alcoholism
and Substance Abuse Services**

Rights and Responsibilities

All OASAS-certified and funded treatment programs are required to operate in accordance with Mental Hygiene Law and Regulations, as well as other applicable state and federal laws. As such, individuals in treatment are entitled to certain rights, and likewise, must fulfill certain responsibilities.

KNOW your rights and responsibilities as a patient in a treatment program.

OBTAIN information about services, standards and expectations from your program.

CONTACT the OASAS Patient Advocacy Office for assistance with grievances or complaints.

CALL toll free, 1-800-553-5790.

Patients

You have the right to:

- Be informed of the program's rules and regulations.
- Receive considerate and respectful care.
- Receive services without regard to race, color, ethnicity, religion, sex, sexual orientation or source of payment.
- Receive confidential treatment. Except for a medical emergency, court order, child abuse or crimes committed on program premises, a program generally cannot release information about your treatment without your written consent.
- Be fully informed of your treatment plan and participate in its development. This includes setting goals and measuring progress with your counselor.
- Refuse treatment and be told what effect this could have on your health or status in the program.
- Discontinue treatment at any time.
- Obtain, in writing, an explanation of the reason(s) for your discharge from treatment and information about the program's appeal process. And, if necessary, receive help obtaining treatment at another program.
- Avoid inappropriate personal involvement with counselors, staff or other patients. Patients have the right to be free from sexual harassment and sexual misconduct.

You have the responsibility to:

- Act responsibly and cooperate with the staff from your program.
- Treat the staff and other patients with courtesy and respect.
- Respect the right of other patients to receive confidential treatment.
- Participate in the development and completion of your treatment plan, which includes becoming involved in productive activities, such as work or school and not using drugs.
- Pay for treatment on a timely basis, according to your means.
- Talk with a counselor about problems that affect your treatment progress and recovery.
- Offer suggestions on improving program operations.
- Talk with a counselor before ending treatment; don't just stop or leave.
- Ask questions about any part of your treatment you don't understand.

What to do if you have concerns

1. Talk with your counselor – most problems can and should be resolved with your counselor.
2. If your counselor cannot resolve the situation, talk with his or her supervisor.
3. If you still need help, talk with the Director of your program.
4. If the matter is still not resolved, call the OASAS Patient Advocacy line, 1-800-553-5790, during normal business hours. Calls must be made from within New York.

No punitive action can be taken against those in treatment for contacting the Patient Advocacy Office.



OASAS
Improving Lives.

Addiction Services for Prevention, Treatment, Recovery

**New York State Office of Alcoholism
and Substance Abuse Services**

Patient Advocacy

501 7th Avenue • New York, NY 10018

www.oasas.ny.gov

1-800-553-5790