

Consumer Bill of Rights



The Consumer and their Family have the right to considerate and respectful care at all times and under all circumstances with recognition of their personal dignity. Case managers have an obligation to protect the rights of their consumers and families, promote the autonomy of consumers and support consumer and family decision making. Consumer's Rights include:

The Right to:

- ♦ *Receive education on their rights*
- ♦ *Be informed of potential choices regarding services through a process delivery system*
- ♦ *To have input into their case management plan*
- ♦ *To refuse treatment or services, including case management services and be informed of the implications of such refusal as relates to benefit eligibility and/or health outcomes*
- ♦ *To use of end of life and advance care directives as applicable*
- ♦ *To seek and obtain information regarding Consolidated Services Group, Inc., criteria for case management*
- ♦ *To receive notification and rationale when case management services are changed or terminated*
- ♦ *To have alternative approaches offered when the patient and/or family is unable to fully participate in the assessment phase.*