Patient Rights & Responsibilities

At United Services, Inc., we believe every individual deserves compassionate, respectful, and equitable care. We are committed to protecting the rights, dignity, privacy, and safety of all persons receiving services while also fostering a collaborative and respectful treatment environment.

This information applies to individuals receiving behavioral health, substance use, domestic violence, crisis, family support, community support, and related services through United Services.

Your Rights as a Patient or Person Receiving Services

Individuals receiving services through United Services have the right to:

Respect and Dignity

- Be treated with compassion, dignity, courtesy, and respect
- Receive care in a safe, trauma-informed, and culturally responsive environment
- Be free from discrimination, harassment, abuse, neglect, exploitation, retaliation, or humiliation

Access to Care

- Receive services regardless of race, color, religion, sex, gender identity, sexual orientation, national origin, age, disability, veteran status, or ability to pay
- Receive information about available services, treatment options, and supports
- Participate in treatment and service planning decisions

Communication and Understanding

- Receive information in a language or format that is understandable
- Request interpretation, translation, or communication assistance services at no cost
- Ask questions and receive understandable explanations regarding care, treatment, medications, risks, benefits, and alternatives

Privacy and Confidentiality

- Have personal and health information protected in accordance with applicable state and federal confidentiality laws, including HIPAA and 42 CFR Part 2 when applicable
- Request access to personal records in accordance with legal requirements
- Be informed about how information may be used or shared

Participation and Choice

- Participate actively in developing your goals and treatment plans
- Refuse services or treatment to the extent permitted by law
- Request changes in providers or services when appropriate
- Receive information about continuity of care and discharge planning

Safety and Advocacy

- Voice concerns, complaints, or grievances without fear of retaliation
- Receive information about how to file grievances or appeals
- Request assistance from advocacy organizations or support persons
- Be informed of emergency procedures and crisis resources

Financial Transparency

- Receive information about billing practices, insurance coverage, fees, and financial responsibilities
- Request assistance understanding insurance, payment options, or financial policies

Your Responsibilities as a Patient or Person Receiving Services

To support safe, respectful, and effective care, individuals receiving services are encouraged to:

Participate in Care

- Provide accurate and complete information relevant to care and treatment
- Participate honestly and actively in services and treatment planning
- Ask questions when information is unclear

Respect Others

- Treat staff, providers, peers, visitors, and other individuals with respect
- Help maintain an environment free from threats, violence, harassment, or disruptive behavior

Appointments and Communication

- Attend scheduled appointments when possible
- Notify the organization if unable to attend or if contact information changes
- Communicate concerns, changes in condition, or service needs promptly

Safety

- Follow safety procedures and organizational policies
- Use medications only as prescribed and communicate concerns regarding medications or side effects

Financial Responsibilities

- Provide current insurance and billing information when applicable
- Work collaboratively with staff regarding payment arrangements or eligibility documentation

Filing a Concern or Grievance

United Services, Inc. encourages individuals to share concerns, feedback, or complaints so issues can be addressed fairly and promptly.

Concerns or grievances may be submitted verbally or in writing without fear of retaliation.

Contact Information

Client Rights Officer:

United Services, Inc.
1007 N. Main Street,
Dayville, CT 06241
Phone: 860-774-2020
Email: info@usmhs.org

Individuals may also contact appropriate state agencies, advocacy organizations, or accrediting bodies as applicable.

Accessibility & Language Assistance

Reasonable accommodations, interpretation services, and language assistance are available free of charge to support equitable access to services and information.

Please notify staff if accommodation is needed.

Privacy Notice

For additional information regarding privacy practices and protected health information, please review our Notice of Privacy Practices.