

Case Management Program

Consumer Rights and Responsibilities

Rights

- The right to get help to understand your rights and responsibilities.
- The right to be informed of choices regarding services.
- The right to have input into your case management plan.
- The right to refuse treatment or services, and to know how the refusal of services may affect you and your health.
- The right to know about the use of end of life and advance care directives (as applicable).
- The right to be informed about when and why your case will be closed or services ended.
- The right to be notified of the reason and when case management services are changed or terminated.
- The right to know of service options when the consumer, family and/or caregiver are unable to fully participate in the assessment phase.
- The right to confidentiality.

Responsibilities

- The responsibility to provide PACBLU staff all the information that is needed to help you.
- The responsibility to let people know if you feel you are being treated badly or have a complaint about your services.
- The responsibility to consider your care team's suggestions and ask them to explain why it is part of the plan.
- The responsibilities to follow your care plan and inform your care team of any problems.