**Goldsboro Psychological Services**

1700 East Ash Street, Suite 203

Goldsboro, N.C. 27530

919-736-3057 Fax 919-736-3058

**PATIENT BILL OF RIGHTS**

Good healthcare delivery depends upon the cooperative relationship between you and your Provider, as well as between you and Goldsboro Psychological Services.

**I. Information Disclosure**

You have the right to receive accurate and easily understood information about your health plan, healthcare professionals, and healthcare facilities. If you speak another language, have a physical or mental disability, or just don't understand something, assistance will be provided so you can make informed healthcare decisions.

**II. Choice of Providers and Plans**

You have the right to a choice of healthcare providers that is sufficient to provide you with access to appropriate high-quality healthcare.

**III. Access to Emergency Services**

If you have an emergency or sudden illness that convinces you that your mental health is in serious jeopardy, you have the right to receive screening and stabilization emergency services whenever and wherever needed, without prior authorization or financial penalty.

**IV. Participation in Treatment Decisions**

You have the right to know all your treatment options and to participate in decisions about your care. Parents, guardians, family members, or other individuals that you designate can represent you if you cannot make your own decisions.

**V. Respect and Nondiscrimination**

You have a right to considerate, respectful and nondiscriminatory care from your doctors, health plan representatives, and other healthcare providers.

**VI. Confidentiality of Health Information**

You have the right to talk in confidence with your providers and to have your healthcare information protected.

**VII. Complaints and Appeals**

You have the right to a fair, fast, and objective review of any complaint that you may have against your health plan, providers, hospitals or other healthcare personnel. This includes complaints about waiting times, operating hours, the conduct of healthcare personnel, and the adequacy of healthcare facilities.