

For More Information:

For more information about the complaint process, please contact:

Consumer Advocates

Quality Management Section

500 Nash Medical Arts Mall

Rocky Mount, NC 27804

(252) 407-2439

Toll Free at

1-888-399-8021

Or look us up online at

www.thebeaconcenter.net



Sus Derechos

Como consumidor de los servicios de de salud mental, discapacidades del desarrollo y/o abuso de sustancias toxicas, Usted tiene el derecho a:

- Recibir Servicios de Calidad
- Recibir un trato considerado, respetuoso y cortes
- Hacer preguntas
- Ser informado hasta un grado razonable de las posibles consecuencias de su tratamiento
- Negarse a recibir cualquier servicio, tratamiento o medicamento (a menos que estos derechos hayan sido limitados por la ley o una orden judicial)
- Confidencialidad
- Estar envuelto en el desarrollo del Plan Centrado en su Persona
- Permitir que otros estén envueltos en el desarrollo del Plan Centrado en su Persona

Como Presentar Una Queja

Si Usted desea presentar una queja formal en contra del proveedor de servicio o la oficina local de LME (Entidad de Administración Local), usted puede hacerlo mediante:

Contactar al Especialista de Derechos del Consumidor
(252) 407-2439

También puede llamar gratuitamente al 1-888-399-8021.

Mediante su petición, ellos pueden ayudarle a presentar la queja y también proveerle materiales informativos que le indicaran cual es el proceso de presentar una queja.

Tenga en cuenta que Usted tiene el derecho a:

Servicios de Calidad, Ser Participante y Obtener Información

¡Y tiene el derecho de presentar una queja!

The Beacon Center

**Consumer Advocates
Quality Management Section
500 Nash Medical Arts Mall
Rocky Mount, NC 27804**



The Beacon Center

Local Management Entity Serving Nash,
Greene, Edgecombe and Wilson
Counties

Know Your Rights as a Consumer

**Consumer Advocates
Quality Management Section
500 Nash Medical Arts Mall
Rocky Mount, NC 27804**

Toll Free 1-888-399-8021

Or Locally, call: (252) 407-2439
advocates@thebeaconcenter.net

Your Rights

As a consumer of mental health, developmental disability, and/or substance abuse services you have the right to:

- Receive Quality Care
- Receive considerate, respectful, and courteous treatment.
- Ask questions...
- Be reasonably informed of possible consequences concerning your treatment.
- Refuse any service, treatment, or medication (unless these rights have been limited by law or court order)
- Confidentiality
- Be involved in the development of your Person Centered Plan.
- Have others involved in the development of your Person Centered Plan.

You may find more information about your rights as a consumer of mental health, developmental disability, and/or substance abuse services at:

www.dhhs.state.nc.us/mhddsas/manuals/index.htm

Or call:

(252) 407-2439

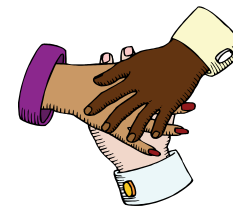
Toll Free 1-888-399-8021

Rights Violations

If you feel your rights have been violated you may contact the following mental health/developmental disability/substance abuse advocacy agencies:

- The Beacon Center
Consumer Advocates
Quality Management Section
(252) 407-2439
Toll Free 1-888-399-8021
advocates@thebeaconcenter.net
- Your local Four County Consumer and Family Advisory Committee (CFAC) meets monthly as a constructive partner and advisor to the LME. Every one is welcome. For more information contact the Chairperson at (252)407-2439 or Toll Free 1-888-399-8021
- Mental Health Association
(252) 243-2773 (Wilson)
- Tar River Mental Health Association
(252) 937-8820 (Edgecombe/Nash)
- The ARC
1-800-662-8706
- Advocacy and Consumer Service Section of the Division of Mental Health/Developmental Disabilities/Substance Abuse Services
(252) 947-1102 or (919) 715-3197
or (919) 715-1968 (TTY)
dmh.advocacy@ncmail.net
- NC Dept. of Health and Human Services
Office of Citizen Services
Careline: 1-800-662-7030 (Voice/Espanola)
or 1-877-452-2514
Care.line@ncmail.net

- Disability Rights of North Carolina
1-877-235-4210
- Division of Health Service Regulation (for complaints about licensed facilities)
1-800-624-3004
- Local Department of Social Services (if you suspect that a child or disabled adult has been abused, neglected or exploited)
 - ◆ Greene County DSS (252) 757-5932
 - ◆ Edgecombe County DSS (252) 641-4611
 - ◆ Nash County DSS (252) 459-9818
 - ◆ Wilson County DSS (252) 206-4000



Filing A Complaint

If you wish to file a formal complaint against a service provider or the local LME (Local Management Entity) you may do so by:

Contacting the Consumer Advocates

Toll Free 1-888-399-8021 or

(252) 407-2439

Per your request, they can assist you in filing the complaint and also provide you with information materials describing the complaint process. **Remember that you have the right to: Quality Care, Involvement, Information, and the right to file a complaint!**

