

1 10A NCAC 13J .1007 is readopted with changes as published in 31:24 NCR 2442-2448 as follows:

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3 **10A NCAC 13J .1007 CLIENT RIGHTS AND RESPONSIBILITIES**

4 (a) An agency ~~must~~ shall provide each client with a written notice of the client's rights and responsibilities in advance
5 of furnishing care to the client or during the initial evaluation visit before the initiation of services. The agency shall
6 maintain documentation showing that all clients have been informed of their rights and ~~responsibilities.~~ responsibilities
7 as [defined] set forth in G.S. 131E-144.3.

8 ~~(b) Clients' rights shall include at a minimum clients' rights to:~~

- 9 (1) ~~be informed and participate in their plan of care;~~
10 (2) ~~voice grievances about their care and not be subjected to discrimination or reprisal for doing so;~~
11 (3) ~~confidentiality of their records;~~
12 (4) ~~be informed of their liability for payment for services;~~
13 (5) ~~be informed of the process for acceptance and continuance of service and eligibility determination;~~
14 (6) ~~accept or refuse services;~~
15 (7) ~~be informed of the agency's on-call service;~~
16 (8) ~~be informed of supervisory accessibility and availability; and~~
17 (9) ~~be advised of the agency's procedures for discharge.~~

18 ~~(c) (b) An agency shall provide all clients with a telephone number for information, questions, or complaints about~~
19 ~~services provided by the agency. The agency shall also provide the Division of Health Service Regulation complaints~~
20 ~~hotline number or the Department of Health and Human Services Careline number. notice to clients as [defined] set~~
21 ~~forth in G.S. 131E-144.4. The Division of Health Service Regulation shall investigate all allegations of non-~~
22 ~~compliance with the rules. rules of this Subchapter.~~

23 ~~(d) (c) An agency shall investigate, within 72 hours, complaints made to the agency by a client or the client's family,~~
24 ~~and must [shall] document both the existence of the complaint and the resolution of the complaint. An agency shall~~
25 ~~comply with G.S. 131E-144.6(b).~~

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27 *History Note: Authority G.S. 131E-140; 131E-144.3;*

28 *Eff. July 1, 1992;*

29 *Amended Eff. February 1, 1996-1996;*

30 *Readopted Eff. January 1, 2018.*