

1 10A NCAC 13J .1007 is proposed for reoption with substantive changes 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 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 ~~(e) (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 in G.S.  
21 131E-144.4. The Division of Health Service Regulation shall investigate all allegations of non-compliance with ~~the~~  
22 ~~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.

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

27 *Eff. July 1, 1992;*

28 *Amended Eff. February 1, ~~1996.~~ 1996;*

29 *Readopted Eff. January 1, 2018.*