

## SECTION .1400 – PATIENT RIGHTS

### 10A NCAC 14F .1401 PATIENT RIGHTS

(a) Prior to or at the time of admission, the program shall provide each patient with a written notice of the patient's rights and responsibilities. The program shall maintain documentation at least five years showing that patients have been informed of their rights and responsibilities.

(b) Each patient's rights and responsibilities shall include the right to:

- (1) be informed of and participate in developing the patient's plan of care;
- (2) file a grievance about the care provided, and not be subjected to discrimination or reprisal for doing so;
- (3) have his or her records kept confidential;
- (4) be informed with notice of the patient's liability for payment for services;
- (5) be informed of the process for acceptance and continuation of service and eligibility determination;
- (6) accept or refuse services; and
- (7) be advised of the program's procedures for discharge.

(c) The program shall provide patients with a telephone number for information, questions, or complaints about services provided by the program. The program shall also provide the telephone number for the Complaint Intake of the Division: 1-800-624-3004 and 919-855-4500 (within North Carolina).

(d) The program shall investigate complaints within seven days of receipt by the program from the patient, the patient's family, or domestic partner, and shall document the existence of the complaint, the resolution of the complaint, and retain documents in the records for five years from date of resolution.

*History Note: Authority G.S. 131E-169;  
Eff. July 1, 2000;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. December 6, 2016;  
Amended Eff. June 1, 2018.*