



## **Consumer Rights**

***Your rights as a consumer of Fetter Health Care Network, INC. are protected under South Carolina Law. Below is a simplified outline of those rights:***

- The right to receive care suited to your needs.
- The right to receive services that respect your dignity and protect your health and safety.
- The right to be informed of the benefits and risks of your treatment.
- The right to participate in planning your own program.
- The right to refuse service, unless a Physician, licensed Psychologist, or LCSW, feels that refusal would be unsafe for you and/or others. If services are mandated by the judicial system and you refuse services, the proper authorities will be notified.
- The right to prompt and confidential services. The right to privacy and to be free from retaliation.
- The right to review/obtain copies of your records, unless Physician decides it is not in your best interest.
- The right to exercise all civil, political, personal, and property rights, to which you are entitled to as a residential citizen of the state of South Carolina.
- The right to remain free from "time-out" procedures unless such measures are used in providing effective treatment or for protecting your safety or the safety of others.
- The right to remain free of physical abuse and neglect, including sexual abuse and physical punishment.
- The right to remain free of psychological abuse, including humiliating, threatening, and/or exploiting actions.
- The right to remain free from financial abuse, including any exploitation for financial gain and/or misuse of your money.
- The right to file a complaint if you feel that one or more of these rights has been restricted or denied. The Names, Addresses, and Phone Numbers of your Consumers Rights Representatives are provided at each of our sites.

**Call or Write to:**

Office of Regulatory Services, ORS  
Consumer Complaints  
1401 Main Street, Suite 900  
Columbia, South Carolina 29201  
(803) 737-0800

**Call or Write Internally to:**

Operations  
Fetter Health Care Network, INC.  
51 Nassau Street  
Charleston, South Carolina 29403  
(843) 722-4112 ext. 3011

**-OR-**