



Valley Mental Health

Our Vision

**Relief,
Recovery,
Rediscovery**

Our Mission

A leading community partner providing and promoting accessible, quality behavioral and physical healthcare.

Valley Mental Health Administrative Offices

**5965 South 900 East
Salt Lake City, UT 84121
801-263-7100**

Website:

www.vmh.com

Emergency Services

24-hour crisis numbers

**Salt Lake County
801-587-3000**

**Summit & Tooele Counties
1-888-949-4864**

Your Rights & Responsibilities



Your Rights & Responsibilities

You have the right to:

- Receive mental health care regardless of race, color, national origin, mental or physical disability, sex, religion or age.
- Get information on Valley Mental Health.
- Be treated with respect and dignity and in the least restrictive environment consistent with treatment needs.
- Have your privacy protected.
- Get information on treatment options and alternatives in a way that is clear and you can understand.
- Take part in treatment planning and decisions about your mental health care including the right to refuse treatment.
- Be free from restraint or seclusion if it is used to coerce (force), discipline or as a reaction (to retaliate), or for convenience, as specified in Federal Regulations.
- Get a copy of your medical record, when allowed by federal law and if appropriate, ask for it to be amended or corrected.
- Get mental health services according to VMH's access and quality standards.

You have the responsibility to:

- Keep scheduled appointment and cancel 24-hours in advance.
- Be on time for your appointments. If you are a parent/guardian and your child is in treatment, you are responsible to make sure your child comes for scheduled appointments.
- Participate with your therapist in your treatment plan and care.
- Tell the secretary or your therapist of changes in your address, phone number, insurance, or financial situation.
- Tell medical staff of all medications you are taking. This includes medical and mental health prescriptions and over-the-counter medications, herbs, etc.
- Complete any treatment or satisfaction surveys VMH gives you.
- Respect the property, comfort, and confidentiality other clients/staff
- Follow program participation guidelines.
- Tell your treatment provider when you want to stop services.

Complaint/Grievance Resolution:

- File a complaint if you feel you have been treated unfairly or discriminated against for any reason. Contact any of the following:
 - * The Program Manager where you are treated is your Client's Rights Advocate
 - * MHCUCustomer Services Representative at 801-293-7400
 - * Mail or fax your written complain to:
Valley Mental Health
MHCUCustomer Service Representative
1141 E 3900 S, Ste A160
Salt Lake City, UT 84124
Fax 801-268-1724

VMH will make every effort to ensure that you are afforded the rights extended to you and that you are treated with respect and dignity.

These rights and responsibilities are meant to promote your satisfaction.