



Together We Thrive.

Kenneth Young Center- Client Rights & Responsibilities

Revised 1/26

At Kenneth Young Center, you are entitled to care that respects your dignity, privacy, and rights. The following outlines your rights, responsibilities, and protections under Illinois law, HIPAA, and federal law (42 CFR Part 2 for substance use disorder treatment records).

Your Rights

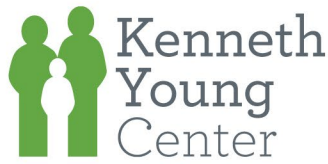
You have the right to:

1. Be treated with dignity, respect, and consideration for your privacy.
2. Receive services without discrimination based on age, sex, race, ethnicity, ancestry, religion, marital status, disability, sexual orientation, HIV status, military discharge, or ability to pay.
3. Be free from abuse, neglect, exploitation, and harm. If you feel this right has been violated, you may contact the Office of Inspector General at 1-800-368-1463.
4. Receive services in the least restrictive and most appropriate setting.
5. Have treatment explained in words you understand, including risks, benefits, side effects, and alternatives.
6. Take part in decisions about your care and actively participate in your treatment plan.
7. Know the professional role of the staff providing your care.
8. Refuse treatment or request a second opinion (at your own expense) and be informed of possible consequences of refusal.
9. Review your clinical record and request corrections or amendments.
10. Know the costs of services, any limits on care, and payment policies.
11. File a grievance or complaint without fear of retaliation and to receive a timely response.
12. Terminate services at any time.
13. Have disabilities accommodated as required by law (ADA, Section 504, Illinois Human Rights Act).
14. Have your health records kept confidential, including special protections for: HIV/AIDS information (Illinois law) and Substance Use Disorder records (42 CFR Part 2)

Special Privacy Protections for Substance Use Disorder Records (42 CFR Part 2)

If you are receiving substance use disorder (SUD) services, your records are protected by federal law (42 CFR Part 2). This means:

1. Your SUD records cannot be shared with anyone outside Kenneth Young Center without your written consent, except in limited circumstances (medical emergency, court order, audit/evaluation, or as otherwise permitted by law).
2. If you authorize us to share your records, you may revoke your consent at any time (except to the extent already acted upon).
3. Any disclosure we make with your consent will include a notice stating that further redisclosure is not permitted without your permission.
4. These protections are stricter than HIPAA and apply specifically to SUD treatment records.



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Your Responsibilities

To help us provide the best care, we ask that you:

1. Share accurate information about your health, past treatment, medications, and any cultural or communication needs.
2. Inform us of any legal involvement that may require records, reports, or testimony.
3. Participate actively in your care and ask questions if you do not understand.
4. Treat staff, other clients, and property with respect.
5. Supervise your children if they accompany you.
6. Follow program guidelines and safety rules, including smoking restrictions.
7. Keep scheduled appointments or cancel as far in advance as possible.
8. Pay for services at the time provided unless other arrangements are made.

How to File a Complaint or Grievance

Step 1: Discuss concerns directly with your clinician or program supervisor.

Step 2: Privacy-related compliances may be filed with the Privacy Official. General grievances may be filled with any staff member using our grievance (“Doing Better”) form.

Step 3: If still unresolved, you may escalate to an incident report, whose decision is final at the agency level.

Step 4: You may also file a complaint with any of the external agencies listed below.

Advocacy & Oversight Contacts

- Kenneth Young Center – Privacy Official: (847) 524-8800
- Guardianship and Advocacy Commission: (866) 274-8023 | www.gac.state.il.us
- Equip for Equality: (800) 537-2632 | www.equipforequality.org
- Illinois Department of Human Services (Mental Health): (800) 843-6154 | www.dhs.state.il.us
- Illinois Department of Human Services – Division of Behavioral Health & Recovery: (800) 843-6154 | DHS.DBHR.SUDHelp@illinois.gov
- Illinois Mental Health Collaborative: (866) 359-7953 | www.illinoismentalhealthcollaborative.com
- Illinois DCFS: (312) 814-6800 | www.dcf.illinois.gov
- The Joint Commission: (630) 792-5000 | www.jointcommission.org
- Illinois Department of Healthcare & Family Services (HFS): (217) 782-1200 | www.hfs.illinois.gov

Your rights are protected by:

- Illinois Mental Health and Developmental Disabilities Code
- Illinois Mental Health and Developmental Disabilities Confidentiality Act (IMHDDCA)
- Health Insurance Portability and Accountability Act (HIPAA)
- 42 CFR Part 2 (Substance Use Disorder Treatment Records)