

Patient Bill of Rights

At Zen Life Mental Wellness, we are committed to providing a supportive, respectful, and compassionate environment for all patients. This Patient Bill of Rights outlines your rights as a patient to ensure you receive safe and dignified care.

Right to Respectful Care

- You have the right to be treated with respect, compassion, and without discrimination based on race, gender, age, sexual orientation, disability, or any other protected status.

Right to Informed Consent

- You have the right to receive clear information about your diagnosis, treatment options, risks, and benefits, so you can make informed decisions about your care.
- You may ask questions at any time and request further explanations about your care and treatment.

Right to Privacy and Confidentiality

- Your privacy is a priority. All communications and records related to your care will be handled with strict confidentiality, in compliance with HIPAA regulations.
- You have the right to approve or refuse the release of your health information, except when required by law.

Right to Access Your Medical Records

- You have the right to review, request copies of, and correct your medical records in accordance with HIPAA and state laws.
- We will provide assistance in understanding your records upon request.

Right to Participate in Your Care

- You have the right to actively participate in all decisions regarding your mental health treatment.
- You may accept or refuse recommended treatment options and request information on alternative therapies.

Right to Safety and Dignity

- You have the right to receive care in a safe environment, free from abuse, neglect, or exploitation.
- Your personal dignity and comfort will be respected throughout your treatment.

Right to Quality Care

- You have the right to high-quality, evidence-based care tailored to meet your unique mental health needs.
- Our team is committed to maintaining up-to-date knowledge and skills to provide the best possible care.

Right to Clear Communication

- You have the right to receive information about your care in a way that is understandable to you, including through translated materials or interpreters if necessary.
- You have the right to be informed about costs, fees, and billing practices related to your treatment.

Right to File a Complaint

- If you feel your rights have not been respected, you have the right to express concerns, make complaints, or file grievances without fear of retaliation.
- You may contact our office or submit a written complaint, and we will work with you to resolve the issue promptly.

Right to Continuity of Care

- You have the right to receive consistent and continuous care for your mental health needs.
- Should you require specialized care beyond our practice's scope, you have the right to be referred to an appropriate provider.

At Zen Life Mental Wellness, we value your well-being and strive to ensure that your experience with us is empowering, respectful, and supportive. Please don't hesitate to reach out if you have any questions about your rights or our commitment to your care.