



Prism Mental Health Solutions Inc.

Patient Rights & Responsibilities Policy



Transforming Mental Health Through Compassion, Clarity, and Clinical Excellence

1. Our Commitment to You



Prism Mental Health Solutions Inc. (Prism MHS) is committed to respectful, compassionate, clinically appropriate outpatient mental health care. This statement explains your rights and the reasonable responsibilities that support a safe, collaborative therapeutic relationship.

2. Your Right to Respect and Equal Access



You have the right to dignity, professional treatment, privacy, and freedom from unlawful discrimination, harassment, exploitation, intimidation, or retaliation. You may request reasonable disability accommodations and communication assistance. Care decisions are based on individualized clinical, safety, ethical, and lawful considerations.

3. Information, Consent, and Choice



You may ask about your clinician's qualifications, available services, treatment approaches, fees, foreseeable risks, benefits, alternatives, and confidentiality limits. You have the right to informed consent, to ask questions, and to participate in decisions about your care. Special consent rules may apply to minors and authorized representatives.

4. Your Role in Treatment Planning



You may help establish and review treatment goals, discuss progress and diagnoses, express preferences, and ask about referrals or alternative services. You may decline recommended interventions, seek a second opinion, or discontinue voluntary treatment, subject to applicable legal exceptions. Clinicians are not required to provide treatment that is unsafe or clinically inappropriate.

5. Privacy and Your Health Records



Your health information is protected under applicable federal and Pennsylvania law. You may request access to records, corrections when applicable, and information about qualifying disclosures. Certain records, including separately maintained psychotherapy notes, may be subject to special rules. Confidentiality has lawful limits, including certain safety and reporting obligations.

6. Communication, Telehealth, and Safety



You may expect clear information about approved communication channels, appointment expectations, and response limitations. Telehealth patients may discuss its privacy, technology, location, and emergency requirements. Prism MHS is not a 24-hour emergency service. For immediate danger call 911; for a mental health crisis, call or text 988.

7. Financial Information and Scheduling



You may receive clear information about fees, insurance, copays, applicable cancellation policies, and billing questions, as well as a Good Faith Estimate when legally required. Please make reasonable efforts to attend appointments, provide updated contact and coverage information, and notify the practice about cancellations under the disclosed policy. No fee will be imposed where prohibited by law or payer rules.

8. Your Responsibilities in Collaborative Care



We encourage you to share accurate, relevant information about symptoms, medications, history, safety concerns, and changes that may affect care. You may decline particular questions; your clinician may explain how missing information could affect safe treatment. Please communicate concerns and participate in treatment planning to the extent you are comfortable and able.

9. Respect and Professional Boundaries



Please treat clinicians, staff, and other patients respectfully, respect privacy and reasonable practice rules, and avoid threats, violence, harassment, or intentional property damage. Prism MHS will consider safety concerns individually, including disability-related circumstances and reasonable accommodations, rather than applying automatic or retaliatory discharge.

10. Referrals and Ending Services



You may request a different clinician when feasible, referrals, or information about other services. Treatment may end when goals are met, at your request, or when a different level of care or provider is appropriate. When care ends, Prism MHS will consider appropriate notice, referrals, safety needs, and continuity of care; a particular provider or appointment cannot be guaranteed.

11. Questions, Complaints, and Nonretaliation



You may provide feedback or raise concerns about care, privacy, billing, accessibility, discrimination, or professional conduct verbally or in writing without retaliation. You may also contact an appropriate licensing board, privacy regulator, insurer, or other authority where permitted. You do not have to complete an internal complaint process before making a lawful external report.

12. Minors, Representatives, and Additional Protections



For minors and individuals with authorized representatives, consent, access, and decision-making rights depend on applicable law and circumstances. Optional research, testimonials, marketing, and nonessential recordings are not

conditions of treatment. Nothing in this statement limits rights provided by controlling law or replaces required privacy notices and consent forms.