



Smiling Spirit Pathways
122 N. Salem St. Suite 201N,
Apex, NC 27502

Recipient's Rights Notification

*As a recipient of services at our Center, we would like to inform you of your rights.
The information contained below explains your rights and the process for making a complaint if you
believe your rights have been violated.*

Your rights as a patient

Complaints: We will investigate your complaints.

Suggestions: You are invited to suggest changes to any aspect of the services we provide.

Civil Rights: Your civil rights are protected by federal and state laws.

Cultural/Spiritual/Gender Concerns: You may request services from someone with training or experiences from a specific cultural, spiritual or gender orientation. If these services are not available, we will help you in the referral process.

Treatment: You have the right to take part in formulating your treatment plan.

Denial of services: You may refuse services offered to you and will be informed of any potential consequences.

Record restrictions: You may request restrictions on the use of your protected health information; however, we are not required to agree with the request.

Availability of records: You have the right to obtain a copy of and/or inspect your protected health information; however, we may deny access to certain records. We will discuss this decision with you.

Amendment of records: You have the right to request an amendment in your records; however, this request could be denied. If denied, your request will be kept on record.

Medical/Legal Advice: You may discuss your treatment with your doctor or attorney.

Disclosures: You have the right to receive an accounting of disclosures of your protected health information that you have not authorized.

Our rights to receive information

Costs of services: We will inform you of our fees prior to initiating services and of any changes to our fees.

Termination of services: You will be informed as to what behaviors or violations could lead to termination of services at our Center.

Confidentiality: You will be informed of the limits of confidentiality and how your protected health information will be used.

Policy Changes: You will be informed of any policy changes.



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Our ethical obligations

We dedicate ourselves to serving the best interest of each client.

We will not discriminate against clients based upon age, race, ethnicity, class, creed, abilities, sexual preferences, gender identities or other personal concerns.

We maintain an objective and professional relationship with each client.

We will appropriately end services or refer clients to other programs when appropriate.

We will evaluate our personal limitations, strengths, biases and effectiveness on an ongoing basis for the purpose of self-improvement. We will continually attain further education and training.

We hold respect for various institutional and managerial policies, but will work to improve such policies if the best interest of the client is served.

Your responsibilities as a patient

You are responsible for your financial obligations to the Center as outlined in the Payment Contract for Services.

You are responsible for following the policies of the Center.

You are responsible to treat staff and fellow patients in a respectful and cordial manner—one in which their rights are not violated.

You are responsible for providing accurate information about yourself.

What to do if you believe that your rights have been violated

If you believe that your recipient's rights have been violated, please contact:

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