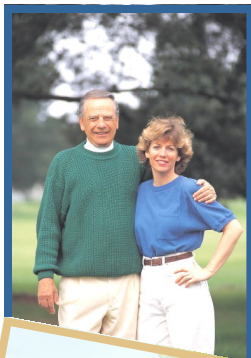
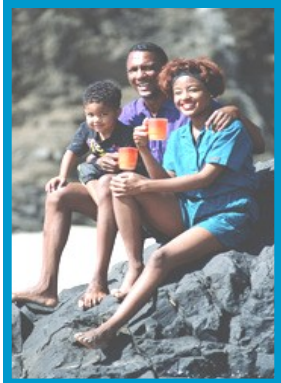


Sharing Information

- ♦ We can give educational information about a diagnosis or treatment. We cannot break confidentiality.
- ♦ We cannot answer a question like; "Can I get information about my family member's illness?"
- ♦ We can answer a question like, "Can I get information on depression?"

Parents should know that to share information with an extended "family member," a signed release of information would be needed.



**Please address your
comments,
concerns, or
complaints to:**

VBCMh

Customer Service
Representative
Lisa Whelan
269-655-3365

Southwest Michigan Behavioral Health

Customer Service
Representative
800-890-3712

Recipient Rights

Customer Service
Representative
269-782-7604

Community Partner



Van Buren Community Mental Health Authority

Family Rights



Contact Information

657-5574

24-hour crisis line: 1-800-922-1418

<http://www.vbcmh.com>

711 Relay available for the hearing impaired

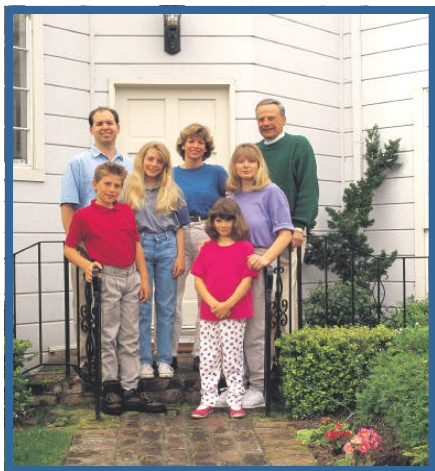
Office Hours: 8:30AM—5:00PM

Family Rights

A parent, stepparent, spouse, significant other, sibling, or child is a “family member” of the customer served. An extended “family member” is a grandparent or guardian, for example, of a customer served. A person who gives at least 50% of a customer’s financial needs is a “family member.”

As a “family member,” you have the right:

- ♦ To be treated with dignity and respect.
- ♦ To ask for help to cope with your “family member’s” illness.



- ♦ To ask for and receive information about:
 - A specific mental illness
 - Risks and benefits of medications
 - Any resources that provide support services, advocacy, support groups, or financial aid.
- ♦ To give information about your family member to the treating professional.
 - The information given may be entered into the customer’s file.
 - The customer may read your information if he/she asks to see his/her file.



As a family member, your opinions and ideas are important to us. It is important to know that your family member also has rights that have been explained to him/her. Your “family member” has been given a copy of these rights.

- ♦ A signed consent form by the customer is needed to release any information about a person or indicate services are being received.
- ♦ We can receive information from a “family member” but cannot talk about services taking place without the signed release form.