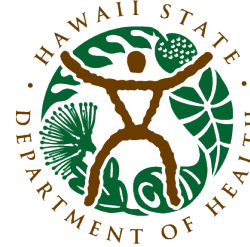


## Service Principles

The following is a summary of the CAMHD Service System Principles. A complete version can be found in the *Child & Adolescent Mental Health Performance Standards* (Section III-3). <https://health.hawaii.gov/camhd/files/2018/06/Teal-Book-2018.pdf>

1. Services will be child and family centered and will respect the culture of the family.
2. Services will address all needs such as health, feelings, behaviors, school, community, and each stage of growing up.
3. The main goal is to help the family get stronger and healthier, and stay together.
4. Services may take place in the home or where the child and family feel most comfortable and will match the child and family needs.
5. Sometimes a child needs to receive services away from home. All other choices will be considered before a child is placed out of the home. Services will short-term and focused on reuniting the family or finding a permanent placement.
6. Services will be helpful and should match the child's individual needs, even if their needs change.
7. Families and caregivers will be included in making treatment decisions and plans.
8. As children get older, they can take part in planning and making decisions about the services they receive.
9. Helping a child as soon as possible is important. Problems at home and school or with friends and family should be addressed early on to reduce the need for more serious services later.
10. It is important to protect and speak up for the rights of children.



Child &  
Adolescent  
Mental  
Health  
Division

## How to File a Grievance

A grievance is a formal complaint about a person or service. If you are not happy with the services you have received or feel your rights or your child's rights have been violated, you can file a grievance.

There are two (2) ways to file a grievance:

1. Contact your Care Coordinator or the Quality Assurance Specialist at your Family Guidance Center; or
2. Call the CAMHD Grievance Office at: (808) 733-9352.

# Service Principles and Consumer Rights & Responsibilities

## Your Responsibilities

Parent participation makes a difference; your child is more likely to succeed if you are involved in the treatment. Here are some ways you can show your commitment to helping your child:

- Keep scheduled appointments. If you are going to miss an appointment, please call the person you are supposed to meet as soon as possible and ask them for a new appointment.
- Answer questions openly so we can provide the best care.
- Take an active role in the treatment.
- Attend and participate in the Coordinated Service Plan meetings.
- Ask questions if something is unclear or confusing.

## Confidentiality

Information about your child is private. If someone needs your child's information they have to get your permission first. However, the CAMHD may share information about your child *without* your permission in the following situations:

- If there is a very serious emergency (like a car accident).
- If we believe that your child will hurt themselves or someone else.
- If the court orders us to provide information.
- If there are signs of child abuse or neglect.
- If there is a Med-QUEST audit.

Your child's information may be shared with service providers (doctors, teachers, social workers). These people will not give the information to anyone who is not involved in helping your child.

The CAMHD obeys the following State and Federal Laws:

- The Civil Rights Act, 1964
- The Age Discrimination Act, 1975
- The Vocational Rehabilitation Act, 1973
- The Americans with Disabilities Act
- The Health Insurance Portability and Accountability Act (HIPAA)
- 42 CFR – Confidentiality of Substance Abuse Patient Records
- The Individuals with Disabilities Education Act (IDEA)

## Your Rights

People who receive services and other supports have certain rights and legal protections. Understanding these rights can help you make decisions about your child's treatment, solve problems, and stand up for yourself, child, and family.

1. You have the right to be treated with respect.
2. You and your child have the right to privacy.
3. You have the right to treatment regardless of your:
  - Race
  - Ethnicity
  - Sex
  - Religion
  - Nationality
  - Sexual Orientation
  - Disability
  - Primary Language
  - Gender Identity
4. You have the right to know about the CAMHD, the services you can receive and who will provide the services. You also have the right to know your treatment and service choices.
5. You have the right to know all your rights and your responsibilities. You have the right to get help from the CAMHD in understanding your services.
6. You are free to use your rights. You will not be treated differently and your services will not be changed because you use your rights.
7. You have the right to receive information and services in a timely manner.
8. You have the right to be part of all choices about your treatment. You have the right to have your treatment plan in writing. You have the right to disagree with your treatment or to ask for changes in your treatment plan.
9. You have the right to ask for a different provider. If you want a different provider, we will try to find another one to work with you.
10. You have the right to refuse treatment.
11. You have the right to get services in a way that respects your culture and beliefs.
12. You have the right to request and receive special accommodations such as interpretive services and assistance for the visually impaired.
13. You have the right to look at your records and add your opinion when you disagree. You can ask for and get a copy of your records. You have the right to expect that your information will be kept private within the law.
14. You have the right to complain about your services and expect that no one will try to get back at you. If you complain, your services will not stop unless you want them to. See *"How to File a Grievance" on the back page for more information.*
15. You have the right to be free from being restrained or secluded unless an allowed doctor or psychologist approves. If that happens, it will only be to protect you or others from harm. Seclusion and restraint can never be used to punish you or keep you quiet. They can never be used to make you do something you don't want to do. They can never be used to get back at you for something you have done.