

# WALWORTH COUNTY DEPARTMENT OF HEALTH AND HUMAN SERVICES

1910 County Road NN, PO BOX 1005, Elkhorn, WI 53121  
262-741-3200, 1-800-365-1587, FAX 262-741-3217

## Agency

### GENERAL RIGHTS AND RESPONSIBILITIES

Before or upon admission or, in the case of an outpatient, before treatment is begun, the Walworth County Department of Health and Human Services (WCDHHS) will notify orally and give a written copy of these rights to all consumers in accordance with s. 51.61 (1) (a), Stats. and DHS Chapter 94. The guardian of a patient who is incompetent and the parent of a minor patient will also be notified, if available. Consumer notification is not required before admission or treatment when there is an emergency. Individuals have certain rights and responsibilities when dealing with Walworth County Department of Health and Human Services (WCDHHS). These rights and responsibilities may vary depending on circumstances and are covered below. In general, individuals have rights related to seeking or receiving information or service, and responsibilities for assisting in this process. Individuals also have the right of impartial access to treatment regardless of race, religion, sexual orientation, ethnicity, age, disability, marital status or the ability to pay.

#### All individuals seeking information or service(s) from the WCDHHS have the right:

- to be treated with respect and dignity, have prompt and adequate care.
- to be assisted in applying for service(s).
- to have all personal information kept confidential according to HIPAA, DHS 92, and DHS 94; except as required by law.
- to be informed in a timely manner regarding eligibility for service.
- to appeal decisions regarding eligibility for any service(s) (*See contact information below*).
- to complain, file a grievance, and to present information in the appeal process and to receive a written decision within thirty (30) days of presenting the information.
- to access emergency services when the agency is closed by calling 262-741-3200.

#### Residents of Walworth County receiving treatment services have the right:

- to be fully informed about treatment options, alternatives, and services as specifically, completely and accurately as possible.
- to be provided and explained possible treatment outcomes, risks, and side effects associated with treatment.
- to be provided the least restrictive treatment and conditions which allow the maximum amount of personal and physical freedom and not be provided drastic or experimental treatment procedures.
- to participate in the development of an individualized treatment plan, as needed, and be part of the recovery team.
- to be explained and give informed consent for medication, and refuse a medication not court ordered.
- to appeal decisions concerning the kind and amount of services to be received (*See contact information below*).
- to receive information about potential financial responsibility for service.
- to view service records, except when information was provided by another source under rules of confidentiality.
- to refuse to be filmed or recorded without prior consent.
- to withdraw any consent in writing at any time.
- to be orally re-notified of their rights at least annually and be given another copy of their rights in writing if they request a copy or if there has been a statutory change in any of their rights since the time of their admission.
- be given the opportunity to participate in a consumer satisfaction survey.

#### Individuals seeking or receiving services have the responsibility:

- to be courteous and cooperative in working with WCDHHS staff.
- to report changes that might alter the individualized treatment plan, including eligibility or financial responsibility.
- to file complaints and appeal any decisions regarding eligibility or services to:

Walworth County Department of Health and Human Services  
Attn: Clients Rights Specialist  
W4051 County Road NN/ PO BOX 1005, Elkhorn, WI 53121  
Or 262-741-3154

Division of Care & Treatment Services (DCTS)  
1 West Wilson Street/ PO Box 7851, or  
Madison, Wisconsin 53707-7851  
608-266-8481 or 800-642-6552  
<http://www.dhs.wi.gov>