

# Your Rights and Responsibilities

## *What individuals in Addiction Treatment programs need to know*

Individuals in an addictions treatment program that is NYS OASAS certified or funded, have certain legal rights and responsibilities.

If you have questions concerning the treatment services you receive, or feel your rights have been violated, follow these steps:

- 1.** Talk with your counselor – most problems can and should be resolved with your counselor.
- 2.** If your counselor cannot resolve the situation, talk with his or her supervisor.
- 3.** If you still need help, talk with the director of your program.
- 4.** If the matter is still not resolved, call the OASAS Patient Advocacy line, 1-800-553-5790, during normal business hours. Calls must be made from within New York.



**Patient Advocacy 1.800.553.5790**

For help call or text:

**1-877-8-HOPENY**

Text: HOPENY (467369) 1-877-846-7369

### **Patient Advocacy**

501 7th Avenue • New York, NY 10018

[www.oasas.ny.gov](http://www.oasas.ny.gov)

1-800-553-5790



**Office of Addiction Services and Supports**