

STATEMENT OF CLIENT'S RIGHTS

- Clients have the right to be treated with dignity and respect.
- Clients have the right to fair treatment. This is regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.
- Clients have the right to have their treatment and other Client information kept private.
- Only for an emergency, or if required by law, can records be released without Client permission.
- Clients have the right to information from staff/providers in a language they can understand.
- Clients have the right to have an easy to understand explanation of their conditions and treatment.
- Clients have the right to know all about their treatment choices. This would mean no matter the cost or regardless of coverage by insurance.
- Clients have the right to get information about insurance services and insurance's role in the treatment process.
- Clients have the right to information about providers.
- Clients have the right to know the clinical guidelines used in providing input on insurance policies and services.
- Clients have the right to provide input on insurance policies and services.
- Clients have the right to know about the complaint, grievance, and appeal process.
- Clients have the right to know about state and federal laws that relate to their rights and responsibilities.
- Clients have the right to know of their rights and responsibilities in the treatment process.
- Clients have the right to share in the information of their plan of care.

STATEMENT OF CLIENT'S RESPONSIBILITIES

- Clients have the responsibility to give providers' information they need. This is so they can deliver the best possible care.
- Clients have the responsibility to let their providers know when the treatment plan no longer works for them.
- Clients have the responsibility to follow their medication plan. They must tell their providers about medication changes, including medications given to them by other providers.
- Clients have the responsibility to treat those giving them care with dignity and respect.
- Clients should not take actions that could harm the lives of employees, providers, or other Clients.
- Clients have the responsibility to keep their appointments. Clients should call their providers as soon as possible if they need to cancel visits.
- Clients have the responsibility to ask their providers questions about their care. This is so they can understand their care and their role in that care.
- Clients have the responsibility to let their providers know about problems with paying fees.
- Clients have the responsibility to follow the plans and instructions for their care. The care is to be agreed upon by the Client and the provider.