



## Client Rights and Responsibilities

### Client Rights

Clients have the right to:

1. be cared for by a qualified, competent and trained clinician;
2. be treated with courtesy, dignity and respect;
3. be spoken to or communicated with in a manner or language they can understand;
4. receive privacy and confidentiality in regards to their health, social, and financial circumstances, in accordance with laws and Agency policies;
5. be informed of the laws, rules and policies affecting the operation of the Agency;
6. be informed of procedures for initiating complaints about the delivery of service, without fear of reprisal or retaliation;
7. be informed of the Agency's *Code of Ethics* policy;
8. be informed of the Agency's policy on *Withdrawal/Termination of Services*.
9. have their property treated with respect;
10. participate in the development of a plan for their care;
11. provide input on which clinician they want and to be informed of who the clinician is accountable to. e.g. which Behavioral Health Agency oversees their work;
12. be briefed on any procedure/treatment before it is carried out in order that they can give informed consent or refuse the service/treatment;
13. expect that the Agency will only release information about them if they have given authorization and/or if it is a requirement of law; or it is for treatment or payment purposes.
14. receive notice of any changes in their service, within an agreed upon amount of time, prior to the changes place;
15. receive services, including access to medical care, without regard to race, color, age, sex, sexual orientation, creed, religion, linguistics, disability and/or familial/cultural factors;
16. be free from any actions that would be deemed to be abusive. e.g. intimidation, physical/sexual/verbal/mental/emotional/material or financial abuse, etc.;
17. report instances of potential abuse, neglect, exploitation, involving any employee of the Agency.
18. be dealt with in a manner that recognizes their individuality and is sensitive to and responds to their needs and preferences;
19. be informed, within a reasonable amount of time, of the Agency's plans to terminate the care or service and/or their intention to transfer their care to another agency.

Client Responsibilities: Clients are responsible for:

1. providing complete information about matters relating to their mental health and abilities when it could influence the care they are being given;
2. reporting any potential risks that might exist to the clinician such as the possibility that a client/family member might have a contagious illness or condition;
3. reporting unexpected changes in their condition;
4. requesting information about anything that they do not understand;
5. contacting the office with any concerns or problems regarding services;
6. following service plans and/or expressing any concerns they have about the *Service Plan*;
7. accepting the consequences, if the *Service Plan* is not followed;
8. following the terms and conditions of the *Service Plan*;
9. notifying the Agency, in advance, of any changes to scheduled appointments;
10. being considerate of property/equipment belonging to the Agency and/or clinician;
11. notifying the Agency of any changes being made to their contact information such as address or phone number;
12. advising the Agency of any changes being made to their Health Care Professionals. e.g. Primary Physician, Psychiatrist, Occupational Therapist, Nurse, etc.
13. advising the Agency if they are not satisfied with the care or services being delivered;
14. giving reasonable notice, when possible, if service is going to be cancelled;
15. treating clinicians in a courteous and respectful manner, and,
16. ensuring that clinicians are free from any actions that could be deemed to be abusive such as intimidation, physical/ sexual/ verbal/ mental/ emotional/material/ financial abuse, etc.

Agency Responsibilities: We shall be responsible for:

1. providing competent employees;
2. carrying liability and other insurances;
3. meeting the standards of *Worker's Compensation*;
4. ensuring behavioral health service delivery standards are met;
5. ensuring federal, state, county & municipal legalities are researched and applied;
6. adhering to labor regulations;
7. developing contingency plans;
8. making deductions for social security, Medicare and other taxes;
9. conducting needs assessments, with client's/family's input;
10. developing service plans with client's/family's input;
11. consulting with relative professionals regarding the service plan (as required)
12. being part of, or coordinating, a treatment team to provide for the client's needs, as indicated;
13. establishing goals with client/client's representative's input and striving to meet these goals;
14. maintaining the client's/family's confidentiality, privacy and dignity;
15. maintaining professionalism and a code of ethics;
16. avoiding inflicting its personal values and standards onto clients;
17. being alert for and reporting signs of abuse or neglect.

This *Rights and Responsibilities* form has been reviewed with, and a copy given to, the named client/client's representative.