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CLIENTS' RIGHTS AND RESPONSIBILITIES

Clients have the right to:

- ✓ Be treated with dignity and respect.
- ✓ Fair treatment, regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.
- ✓ Their treatment and other member information kept private. Only where permitted by law may records be released without member permission.
- ✓ Easily access timely care in a timely fashion.
- ✓ Know about their treatment choices. This is regardless of cost or coverage by the member's benefit plan.
- ✓ Share in developing a plan of care.
- ✓ Information in a language they can understand.
- ✓ A clear explanation of their condition and treatment options.
- ✓ Information about their health insurance, its practitioners, services and role in the treatment process.
- ✓ Information about clinical guidelines used in providing and managing their care.
- ✓ Ask their provider about their work history and training.
- ✓ Give input on the Clients' Rights and Responsibilities policy.
- ✓ Know about advocacy and community groups and prevention services.
- ✓ Freely file a complaint or appeal and to learn how to do so.
- ✓ Know of their rights and responsibilities in the treatment process.
- ✓ Receive services that will not jeopardize their employment.
- ✓ Express certain preferences in a provider.
- ✓ Have provider decisions about their care made without regard to financial incentives.

CLIENTS' RIGHTS AND RESPONSIBILITIES

Clients have the responsibility to:

- ✓ Treat those giving them care with dignity and respect.
- ✓ Give providers information they need. This is so providers can deliver the best possible care.
- ✓ Ask questions about their care. This is to help them understand their care.
- ✓ Follow the agreed upon medication plan.
- ✓ Tell their provider and primary care physician about medication changes, including medications given to them by others.
- ✓ Keep their appointments. Clients should call their provider as soon they know they need to cancel visits.
- ✓ Let their provider know when the treatment isn't working for them.
- ✓ Let their provider know about problems with paying fees.
- ✓ Report abuse and fraud.
- ✓ Openly share concerns about the quality of care they receive.