

Client's Rights and Responsibilities Statement

Client's Rights:

Clients have the right to:

- be treated with dignity and respect.
- fair treatment, regardless of race, religion, gender, ethnicity, sexual preference, age, disability or income.
- have information kept private. Only by law may records be released without client permission.
- access care in a timely fashion.
- know about their treatment choices, regardless of cost or coverage by their benefit plan.
- participate in the development of their treatment plan.
- information in a language they can understand.
- information about their insurance and role in the treatment process.
- information about their provider's work history and training.
- know about advocacy and community groups and prevention services.
- freely file a complaint, grievance or appeal and to learn how to do so.
- know about laws that relate to their rights and responsibilities.
- know of their rights and responsibilities in the treatment process.
- pay for services without the use of insurance.
- terminate treatment at any time.

Client's Responsibilities:

Clients have the responsibility to:

- give providers information they need to providers can give them the best possible care.
- be an active participant in their treatment.
- treat those giving them care with dignity and respect.
- ask providers questions about their care so they can understand their care and their role in that care.
- follow the treatment plan client and provider have developed and to let their provider know when the treatment plan no longer works for them.
- follow their agreed upon medication plan.
- tell providers about medications they are taking as well as any changes to their medications.
- keep scheduled appointments or call as soon as possible if they need to cancel or reschedule.
- let their provider know about problems related to paying for fees incurred.
- pay co-pay/co-insurance fees at time of appointment and all fees not covered by insurance.
- pay late cancellation or "no show" fees as specified (which are not covered by insurance).
- not take actions that could harm others.
- report abuse and/or fraud.
- report concerns about quality of care.

Your signature below indicates you have read and understand these Rights and Responsibilities.

X _____
Client/Guardian Signature

Date