



Client's Full Name _____

Date of Birth _____

CLIENT RIGHTS & RESPONSIBILITIES

Client Rights:

Each MENTAL HEALTH STOP client (or their legal guardian) shall have the right...

To receive information about THE MENTAL HEALTH STOP, its behavioral health services, and how to access those services, its clinicians, its appeals process, its policies and procedures, and clients' rights and responsibilities.

To be treated fairly with empathy and consideration, with respect and appreciation of the client's dignity and right to privacy.

To participate with clinicians in making decisions about all aspects of their behavioral health care.

To an open and therapeutic discussion and explanation of appropriate or psychologically necessary evidenced-based treatment options or healthcare decisions for their behavioral health diagnoses.

To voice complaints, grievances or appeals with THE MENTAL HEALTH STOP or its regulatory entities about THE MENTAL HEALTH STOP or the care it provides. The client also has the right to receive an answer to such within a reasonable time and without fear of retaliation.

To make recommendations regarding THE MENTAL HEALTH STOP's clients' rights and responsibilities policy.

To receive behavioral health services in a non-discriminatory manner. No client may be denied services of THE MENTAL HEALTH STOP or participation in services on the basis of race, color, sex, sexual preference, age, handicap, cultural or educational background, religion or national origin, economic, health status, or behavioral health status. THE MENTAL HEALTH STOP is in compliance with the Americans with Disabilities Act of 1990 and other federal and state laws and regulations.

To detailed information about coverage for services received at THE MENTAL HEALTH STOP, and all requirements that a client must follow for prior authorization to receive services with THE MENTAL HEALTH STOP.

Clients who have a disability shall have the right to receive any information in an alternative format in compliance with the Americans with Disabilities Act.

To know the names, credentials and professional status of individuals participating in the client's treatment, having timely access to clinicians primarily responsible for care.

To prompt notification of changes in services or clinicians.

To reasonable continuity of care sufficient to therapeutically transition, consistent with the client's behavioral health needs, when a clinician leaves THE MENTAL HEALTH STOP.

To go to the nearest emergency room when the client believes they have a behavioral health emergency that could seriously jeopardize self or others.

To seek a second opinion from a another clinician when clients need additional information or clarification regarding recommended treatment and be free from retaliation by the clinician or paraprofessional assigned to the client's care.

To choose a surrogate decision-maker to be involved as appropriate, to assist with behavioral health care decisions.

To receive from their clinician, in terms that the client understands, an explanation of their complete behavioral health diagnoses, recommended treatment, risk(s) of the treatment, expected results and reasonable alternatives, regardless of THE MENTAL HEALTH STOP's position on treatment options.

To give informed consent based on information sufficient to permit a reasonably prudent person to make an informed decision about the proposed treatment, the potential risks of the proposed treatment and risks to the client if the behavioral health is not addressed.

To all the rights afforded by law, rule, or regulation to refuse any of the following, accepting responsibility after possible consequences of this decision have been explained in a language the member understands:



Transfer to the emergency room for a psychiatric and/or medical emergency

Terminating behavioral health services against the advice of the clinicians

To privacy of medical, psychological and financial records maintained by THE MENTAL HEALTH STOP and its clinicians. Such records shall be kept in accordance with all federal and state laws and regulations.

To access medical records in accordance with all applicable federal and state laws and regulations.

Client Responsibilities:

THE MENTAL HEALTH STOP expects clients to cooperate responsibly in matters regarding their behavioral health care, including the following...

Clients shall have a responsibility to provide, whenever possible, information that THE MENTAL HEALTH STOP and its clinicians need in order to care for them.

Clients shall have a responsibility to engage in the treatment that they have agreed upon with their clinicians. A client may, for personal reasons, refuse to accept treatment recommended by clinicians. Such refusal may result in another clinician contacting clients to mend the therapeutic relationship with their providers or transition clients to different clinicians.

Clients shall have a responsibility to understand their behavioral health difficulties and to participate in developing mutually agreed upon treatment plans and goals.

Clients shall provide a code word during intake that will be used to verify a client's identify if not face-to-face with THE MENTAL HEALTH STOP.

Clients shall have a responsibility to follow through on confidentiality expectations if the client engages in tele-health services.

Each client is expected to advise THE MENTAL HEALTH STOP of loss of coverage or change in coverage prior to the time of service so that payment arrangements can be made. Clients may be required to pay for services if they do not inform THE MENTAL HEALTH STOP of the change in coverage.

Each client is required to pay all applicable cost shares at the time services are rendered, and show the ID card prior to receiving behavioral health services. Failure to do so will result in the client being billed for rendered services.

Members shall have a responsibility to keep appointments. If a member is unable to keep a scheduled appointment, they are expected to reschedule or cancel an appointment 24 hours in advance, if possible.

Each client is responsible for treating clinicians, and other staff members of THE MENTAL HEALTH STOP with respect, dignity and courtesy. THE MENTAL HEALTH STOP will refer out and/or contact law enforcement for clients who are disruptive, unruly, abusive or uncooperative to the point that continuing treatment seriously impairs the ability to provide services to the client. THE MENTAL HEALTH STOP works with clinicians to make recommendations and alternative approaches to care, prior to referring the client out and/or contacting law enforcement.

Acknowledgment

By signing below, the client indicates that they have reviewed this CLIENT RIGHTS & RESPONSIBILITIES.

Client's Signature

Date