CLIENT RIGHTS

a. Confidentiality of all personal and treatment related information.

b. The right to privacy, security, and respect of property.

c. The right for protection from abuse, neglect, retaliation, humiliation, and exploitation.

d. The right to have access to, review, and obtain copies of pertinent information needed to make decision regarding treatment in a timely manner.

e. The rights to informed consent or refusal or expression of choice regarding participation in all aspects of care/services and planning of care/services to the extent permitted by law including: 1) Service delivery, 2) Release of Information, 3) Concurrent services, 4) Composition of the service team.

f. The right to access or referral to legal entities for appropriate representation.

g. The right to access to self-help and advocacy support services.

h. The right to investigation and resolution of alleged infringements of rights.

i. The right to provision of care in the least restrictive environment.

j. The right to adequate and humane care.

k. The right to evidence-based information about alternative treatments, medications, and modalities.

l. The cost of services that will be billed to his/her insurance(s) and/or self (verbally and in writing).

m. The value or purpose of any technical procedure that will be performed, including the benefits, risks, and who will perform the task/procedure.

n. The right to protection from the behavioral disruptions of other person served.

o. The right to 24-hour crisis intervention.

p. The right to equal access to treatment for all persons in need regardless of race, ethnicity, gender, age, sexual orientation, or sources of payment.

q. The right to a grievance procedure that includes the rights to: be informed of appeal procedures, initiate appeals, have access to the grievance procedures posted in a conspicuous place, receive a decision in writing, and appeal to an unbiased source.