

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.