

Client Rights and Responsibilities

As a client, you have the right to:

- Information that is complete and easy to understand.
- Care and treatment that is considerate and respectful and which optimizes your comfort and dignity.
- Participation in decisions about treatment options, benefits, risks and alternatives.
- Expect privacy and confidentiality within the limits required by law.
- Be fully informed of the nature and extent of available services and case management policies.
- Consideration of your personal beliefs and values.
- Responsiveness to requests, needs, concerns and complaints.
- Respect for all your wishes regarding care and for ALL rights.
- Be fully informed of your rights, including the right of grievance.
- Discuss problems and suggest changes in services without fear of discrimination.
- Reject a plan of service and be informed of any consequences of such action.
- Discontinue services at any time.

And the responsibility to:

- Provide accurate information necessary to develop a plan of services.
- Participate in developing, implementing and reviewing a plan of services.
- Treat persons involved in providing services to you with respect.
- Remain under a doctor's care while receiving services.
- Call your case manager to report changes in your living situation, address or phone number, hospitalization, to reschedule an appointment or discontinue a service.
- Accept the consequences of any refusal of services or non-compliance with program policies.
- Advise your case manager of any problems or dissatisfaction with services without being subject to discrimination.
- Utilize the grievance procedure if efforts to resolve problems or complaints with your case manager prove unsatisfactory.
- Provide a safe environment in which services may be provided.