



DIVISION OF BEHAVIORAL HEALTH RIGHTS OF PERSONS SERVED

CLIENT RIGHTS

Confidentiality and Privacy Practices

- Clients have the right to limit access to their confidential medical records.
- Clients have the right to confidentiality unless the client has provided written consent.
- Clients have the right to be informed of the circumstances under which the Division intends to release, or has released, confidential information without written consent.
- Clients have the right to copy, amend and provide input into their Medical Record.
- Clients have the right to access their own treatment records, unless access to particular identified items of information is specifically restricted for that client.

Freedom from Abuse and Neglect Policy

- Clients have the right to protection from fiduciary, physical, sexual and emotional abuse, inhumane treatment, assault or battery.
- Clients have the right to receive treatment in the least restrictive setting.
- Clients have the right to be free from restraint or seclusion unless there is imminent risk of physical harm to self or others.
- Clients have the right to be free from financial exploitation, humiliation and harassment.

Discrimination, Harassment and Retaliation

- Clients have the right to receive humane services.
- Clients have the right to be treated with consideration and respect for personal dignity and autonomy.
- Clients have the right to exercise rights without reprisal in any form including the ability to continue services with uncompromised access.
- Clients have the right to receive services and participate in activities free of discrimination on the basis of race, ethnicity, age, color, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws.

Access and Referral

- Clients have the right to consult with independent specialists, advocacy groups or legal counsel at one's own expense.
- Clients have the right to be referred to and have access to needed services.

CLIENT RIGHTS

Informed Consent

- Clients have the right to be offered and provided with an interpreter, language translator or other reasonable accommodation.
- Clients have the right to receive information a manner they understand.
- Clients have the right to a current treatment plan that addresses their needs and responsibilities and specifies the provision of appropriate and adequate services, as available, either directly or by referral.
- Clients have the right to actively participate in their treatment planning process.
- Clients have the right to be informed in advance of the reason(s) for discontinuance of service provision, and to be involved in planning for the consequences of that event.
- Clients have the right to receive an explanation of the reasons for denial of service.
- Clients have the right to be informed of any potential treatment risks or benefits.
- Clients have the right to refuse treatment or medications.
- Clients have the right to be informed of their rights prior to consent to proceed with services, and the right to request a written copy of these rights.
- Clients have the right to be informed of any co-payments/fees that must be paid.
- Clients have the right to be fully informed of the cost of services.

Complaint and Grievance

- Clients have the right to file a complaint or express a grievance without fear of retaliation and with assistance; to have the Division's Complaint Protocol explained to them orally and in writing; to have the complaint or grievance reviewed through a formalized review process; and to have the option to appeal the decision.