



## Clients' Rights and Responsibilities

Clients have the right to:

- Be treated with dignity and respect.
- Be treated fairly, regardless of your race, religion, gender, ethnicity, age, disability, or source of payment.
- Have your treatment and other client information kept confidential. Only where permitted by law may records be released without the your permission.
- Easily access care in a timely fashion.
- Know about your treatment choices. This is regardless of cost or coverage by your benefit plan.
- Share in developing your plan of care.
- Receive a clear explanation of your condition and treatment options.
- Receive information about your insurance provider, its providers, programs, services and role in the treatment process.
- Receive information about clinical guidelines used in providing and managing your care.
- Ask your therapist about their work history and training.
- Give input on the Clients' Rights and Responsibilities policy.
- Know about advocacy and community groups and prevention services.
- Freely file a complaint or appeal and to learn how to do so.
- Know of your rights and responsibilities in the treatment process.
- Request certain preferences in a therapist.
- Decline participation or withdraw from services.
- Know which staff members are responsible for managing your services and from whom to request a change in services.

Clients have the responsibility to:

- Treat those giving you care with dignity and respect.
- Give your providers and MCO/insurance provider information that they need. This is so providers can deliver quality care and MCO/insurance provider can deliver appropriate services.
- Ask questions about your care. This is to help you understand your care.
- Follow the treatment plan. The plan of care is to be agreed upon by you and your therapist.
- Follow the agreed upon medication plan (if applicable).
- Tell your therapist about medication changes (if applicable).
- Keep your appointments. You should give your therapist at least 24 hours notice of any cancelation.
- Let your therapist know if your treatment plan is not working for you.
- Let your therapist know about problems with paying fees.
- Report abuse and fraud.
- Openly report concerns about the quality of care you receive.
- Let your therapist you decide to withdraw from services.

My signature below shows that I have been informed of my rights and responsibilities, and that I understand this information.

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date

The signature below shows that I have explained this statement to the patient. I have offered the member a copy of this form.

\_\_\_\_\_  
Therapist's Signature

\_\_\_\_\_  
Date