

CLIENTS' BILL OF RIGHTS

Services

Clients have the right to appropriate, competent, and respectful services in a safe setting which is most supportive and least restrictive of a client's liberty.

Clients have the right to have their cultural, psychosocial, spiritual, and personal values and beliefs respected.

Clients have the right to request the services of an interpreter if needed.

Clients have the right to be treated by a professional who has obtained the appropriate education, training, and credentials.

Clients have the right to an individualized, written treatment or service plan in a manner they can understand

Clients have the right to participate in and receive a reasonable explanation of the care and treatment process in a manner they can understand

Clients have the right to receive psychological reports in a timely manner, with appropriate explanations and support.

Clients have the right to receive treatment with informed, voluntary, written consent, except in a documented emergency or as permitted under applicable law.

Clients have the right to be informed of their progress.

Clients have the right to receive information about coverage if an emergency should occur when their care team is not available.

Clients have the right not to participate in experimentation in the absence of informed, voluntary and written consent.

Clients have the right to referral names, addresses and telephone numbers as appropriate to other providers of mental health services in the event their treatment needs to be transferred to someone else. This service shall be provided in a timely manner.

Clients have the right to exercise their rights without reprisal, including denial of appropriate services.

Clients have the right to request or refuse services, to the extent permitted by law. Clients do not have the right to demand inappropriate or unnecessary services or to refuse to cooperate with the care necessary for your safety based on the plan of care.