

Client Rights and Responsibilities

- Clients have the right to be treated with personal dignity and respect.
- Clients have the right to care that is considerate and respects their personal values and belief systems.
- Clients have the right to personal privacy and confidentiality of information
- Clients have the right to receive information about their therapist's services, practice standards, clinical guidelines, and client rights and responsibilities.
- Clients have the right to reasonable access to care, regardless of race, religion, gender, sexual orientation, ethnicity, age or disability.
- Clients have the right to participate in an informed way in the decision-making process regarding their treatment planning.
- Clients have the right to discuss with their therapist the medically necessary treatment options for their situation regardless of cost or benefit coverage.
- Clients have the right of members' families to participate in treatment planning as well as the right of members over 12 years old to participate in such planning.
- Clients have the right to individualized treatment including:
 - Adequate and humane services regardless of the source(s) of financial support,
 - Provision of services within the least restrictive environment possible, ○ An individualized treatment plan and periodic review of the plan
- Clients have the right to participate in the consideration of ethical issues that arise in the provision of services, including participating in investigational studies or clinical trials.
- Clients have the right to designate a surrogate decision-maker if the member is incapable of understanding a proposed treatment or procedure or is unable to communicate his or her wishes regarding care.
- Clients and their families have the right to be informed of their rights in a language they understand.
- Clients have the right to voice complaints or appeals about their therapist or insurance/managed care company and to make recommendations regarding their rights and responsibilities policies.
- Clients have the right to have access to their medical and clinical records.
- Clients have the right to information about an insurance company's Quality Improvement Program, and to be informed of the reason for any utilization management non-certification, including the specific utilization review criteria or benefits provision used in the determination.
- Clients have the right to have utilization management decisions made based on appropriateness of care.
- Clients have the responsibility to give their therapist and insurance/managed care company information needed to receive appropriate care.
- Clients have the responsibility to follow their agreed upon treatment plan and instructions for care.
- Clients have the responsibility to participate, to the degree possible, in understanding their behavioral health problems and developing with their therapist mutually agreed upon treatment goals. _____ **Initials**