

Statement of Client Rights and Responsibilities

Client Rights

- I have the right to receive information about my managed care companies' services and treatment providers, clinical guidelines, and client's rights and responsibilities.
- I have the right to be treated with respect and dignity.
- I have the right to privacy and confidentiality.
- I have the right to fair treatment regardless of race, religion, gender, ethnicity, age, disability, sexual orientation or source of payment.
- I have the right to the rights and privileges granted by State and Federal Law.
- I have the right to participate with my treatment provider in decision-making regarding treatment planning.
- I have the right to voice a complaint or appeal should a dispute arise over treatment or billing claims.
- I have the right to candid discussion of appropriate or medically necessary treatment options for my condition(s), regardless of cost or benefit coverage.
- I have the right to receive and examine a detailed explanation of my bill.
- I have the right to refuse any medications or treatments, to the extent permitted by law. The provider will inform me of any consequences of refusal of such treatment or medication.

Client Responsibilities

- I have the responsibility to provide, to the extent possible, information that my practitioner(s) need in order to care for me.
- I have the responsibility to follow the plans and instructions for care that I have agreed upon with my treatment provider.
- I have the responsibility to participate, to the degree possible, in understanding my behavioral health problem and developing mutually agreed-upon treatment goals.
- I have the responsibility to inform my provider of changes in my address, phone number, and insurance coverage.
- I have the responsibility to keep scheduled appointments and comply with my treatment provider's attendance policy.
- I have the responsibility to comply with and undergo any testing including, but not limited to, blood work and urinalysis to monitor my medication and condition.
- I have the responsibility to be courteous to other patients in the office and staff members.
- I am responsible for payments for any services provided either through my insurance company and/or myself.