

CLIENT RIGHTS: **What you can expect from us**



CLIENT RESPONSIBILITIES: **What we expect from you**

You have the right to:

1. Be treated with consideration and respect.
2. Services delivered in a humane setting that is the least restrictive possible;
3. Be informed of your own condition, of available services, and of alternatives;
4. Consent or refuse any service, treatment, or therapy. A parent or legal guardian may consent or refuse such options on behalf of a minor client;
5. A written, individualized service plan that addresses health, social and economic needs, and which specifies the provision of appropriate services as available, either directly or by referral;
6. Participate in the creation, review, and reassessment of your service plan;
7. Freedom from unnecessary or excessive medication;
8. Freedom from unnecessary restraint or seclusion;
9. Participate in any appropriate and available agency service as necessary;
10. Be informed of and refuse any unusual hazardous treatment procedures;
11. Be advised of and refuse certain observation techniques;
12. Consult with independent specialists or legal counsel, at your expense;
13. Complete confidentiality of care within legal guidelines and requirements;
14. Access to your own clinical records within legal guidelines and requirements;
15. Be informed in advance of reasons for the denial of service;
16. An explanation of reasons for the denial of service;
17. Not be discriminated against in the provision of services;
18. Be informed of the cost of services;
19. Be informed of your rights as a patient;
20. Exercise any and all patient rights without reprisal;
21. File a grievance;
22. Receive oral and written instructions on how to file a grievance;
23. Request a second opinion;
24. Request another therapist or psychiatrist;
25. Know the names and titles of your treatment providers; and
26. An explanation of all items on your bill.

You have the responsibility to:

1. Provide accurate and complete information about all matters pertaining to your mental health, including medications and past or present medical / mental health problems
2. Keep your appointments. If you need to cancel an appointment, please do it no later than 24 hours before your scheduled time.
3. Inform the receptionists and/or financial specialists of any changes in your address, phone number, or billing status;
4. Know your benefit coverage and its limitations. If you are confused about your coverage you should call your insurance company or ask our Customer Service Representative for an explanation.
5. Pay your bills in a timely manner;
6. Actively participate in the development and implementation of your treatment plan;
7. Follow the instruction and advice of your assigned mental health professionals. If you refuse treatment or do not follow the instruction or advice, you must accept the consequences of your actions. Please inform your treatment staff of any difficulties in complying with your treatment plan, including any additional issues that need to be addressed;
8. Notify a member of your treatment team if you do not understand information about your care and treatment;
9. Notify a member of your treatment team if you do not understand or if you have concerns about a disagreeable treatment approach;
10. Notify staff if you are ever in danger of harming yourself or someone else;
11. Immediately inform the psychiatrist of any medication side effects or difficulties, and that you will obtain psychiatric approval before changing the dosage or terminating the use of any medications;
12. Provide us with feedback in order to evaluate services and your progress;
13. Act in a considerate and cooperative manner and respect the rights and property of staff and other patients; and
14. Know and follow the rules and regulations of Portage Path Behavioral Health.