

## **CLIENT RIGHTS, PROGRAM INFORMATION & SERVICE AGREEMENT**

### **CLIENT RIGHTS:**

As a consumer, the following rights are afforded without limitation or restriction:

1. To consent for treatment;
2. To be involved in the creation of the treatment plan as well as having the plan explained orally and in writing;
3. To have the provision of services in a manner that is responsive to each person's unique strengths, needs, abilities and preferences;
4. To be aware of the method of reviewing record(s);
5. To have releases of information explained fully;
6. To be free from verbal, physical, or sexual abuse, including harassment and physical punishment;
7. To be free from psychological abuse including, but not limited to, humiliation, threats and exploitation;
8. To be free from being exploited for financial gain;
9. To have access to referral information for guardian and conservators, self-help groups, advocacy services, and legal services;
10. To be informed orally or written of information regarding immediate, pending and future services and their risk;
11. To express preference of service providers;
12. To be informed fully about crisis procedures including seclusion or restraint policies;
13. To be informed about special intervention strategies or loss of privileges;
14. To have records kept confidential with terms and limitations explained orally and in writing;
15. To have client's rights reviewed upon intake, annually and at the request of the individual;
16. Not to be denied admission or services because of race, creed, marital status, gender, sexual orientation, national origin, handicap or age;
17. To receive prompt evaluation, humane care and treatment;
18. To be treated with respect and dignity as a human being;
19. To be the subject of an experiment only with consent or the consent of a person legally authorized to act on behalf of the client;
20. To refuse hazardous treatment unless a person legally authorized to act on behalf of the client has given the facility permission to proceed with treatment;
21. To request and receive a second opinion before hazardous treatment, except in an emergency;
22. To have the same legal rights and responsibilities as any other citizen, unless otherwise stated by law;
23. Not to participate in non-therapeutic labor; and
24. To receive an impartial review of alleged violations of rights.

### **CLIENT RESPONSIBILITIES:**

1. I understand that both family members and staff play an important role in helping the individual/family.
2. I understand that many families need services and that difficult decisions regarding priorities must be made on a daily basis.

3. I will call in a timely manner if an appointment must be cancelled and rescheduled.
4. Staff and I will treat each other with courtesy and respect.
5. I understand that intimidating (scaring and/or bullying others), threatening (verbally or physically), harassment (physical, emotional, or sexual), or assaultive behavior toward anyone will not be tolerated.
6. I agree that no one will carry weapons while meeting together and I will ensure that all weapons are locked up and/or secured or removed from the home.
7. I understand the use of alcohol, illegal, and/or intoxicating substances during face-to-face meetings will not be tolerated. We understand that if it is believed that anyone present is under the influence, the appointment will be terminated and appropriate recommendations made.
8. I agree to participate in face-to-face meetings on a regular basis and to participate in all treatment planning and progress review meetings.
9. I understand there may be additional expectations based on specific situations and that I will be advised of those expectations as they arise.

### **RELEASE OR DISCHARGE FROM SERVICES:**

As a client you have the right to discharge yourself from services if you feel you no longer benefit from services or you have achieved your treatment and rehabilitation goals.

### **Waiver of Rights prohibited:**

In accordance with HIPAA Privacy law **§164.530(h)**, Crider Health Center may not require individuals to waive any of their rights to file a complaint with the Secretary of Health and Human Services or otherwise described in subchapter **§160.306** defining regulations for complaint process as a condition of treatment, payment, enrollment, or eligibility for benefits. Consumers will retain the right to file complaints with the Secretary of Health and Human Services in the following manner:

1. A consumer believes Crider Health Center is not complying with the applicable requirements of allowing individuals to file a complaint or therefore not following any other standard of the privacy rule.
2. Consumer must meet the following:
  - A. The complaint must be in writing, either electronically or on paper.
  - B. The complaint must name the entity that is subject to the complaint and describe the actions or omissions believed to be in violation.
  - C. The complaint must be filed within 180 days of when the consumer knew or should have known that the act or omission complained of occurred, unless the Secretary for good cause shown waives time limit.

3. The Secretary may investigate complaints. Investigations may include a review of pertinent policies, procedures, or practices of the covered entity and of the circumstances regarding any alleged acts of omissions concerning compliance.
4. NO LOCAL POLICIES: There shall be no local policies on this topic.
5. SANCTIONS: Failure to comply or assure compliance with this policy shall result in disciplinary action, up to and including dismissal as determined by the sanction policy of Crider Health Center.
6. REVIEW PROCESS. The Privacy Officer will collect information throughout the year and review the process during the month of April each year beginning in 2004 for the purpose of providing feedback to the Executive Team, Continuous Quality Management committee shall determine incidents of denial or granting of such appeals.

Information concerning how complaints are handled and process through Health and Human Services is available at the following web site:

<http://www.ed.gov/offices/OCR/complaintintro.html>

**CLIENT GRIEVANCE PROCEDURES:**

As a client you have a right to express your opinion, recommendations and complaints regarding abuse, neglect, or violation of rights without retaliation or barriers to service. You may do so first verbally with your direct service provider and/or their supervisor. If the result is not satisfactory, contact the staff's supervisor by phone or mail at the address on the first page.

Client: \_\_\_\_\_

Client ID: \_\_\_\_\_

DOB: \_\_\_\_\_

If it is not resolved after that step, please contact the Program Vice-President. For staff phone numbers and agency locations, please call Personnel at 636-332-8310.

For client advocacy services, contact one of the following: Client Rights Monitor at 1-800-364-9687; Legal Aid of Eastern Missouri at 1-800-444-0514; MO Protection and Advocacy Services at 1-800-392-8667; Mental Health Association of Greater St. Louis at 314-773-1399; MO Mental Health Consumer Network at 1-800-359-5695; Alliance for the Mentally Ill at 314-966-4670; or MOSPAN (MO Statewide Parent Advisory Network) 314-972-0600 (for children advocacy services only).

**I UNDERSTAND AND HAVE A COPY OF THESE RIGHTS. I AUTHORIZE CRIDER HEALTH CENTER TO PROVIDE MENTAL HEALTH TREATMENT TO ME AS DETERMINED CLINICALLY NECESSARY.**

\_\_\_\_\_  
Client Signature Date

\_\_\_\_\_  
Guardian/Legal Representative Date

\_\_\_\_\_  
Witness Signature Date