

***BEHAVIORAL HEALTH
CLIENTS RIGHTS AND RESPONSIBILITIES STATEMENT***

Statement of Clients Rights

- Be treated with dignity and respect.
- Have a right to privacy.
- Fair treatment; regardless of their race, religion, gender, ethnicity, age, disability, or source of payment.
- Have their treatment and other member information kept private. Only where permitted by law, may records be released without member permission.
- Easily access timely care.
- Have a right to be free from abuse, financial or other exploitation, retaliation, humiliation and neglect.
- Know about their treatment choices. This is regardless of cost or coverage by the member's benefit plan.
- Share in developing their plan of care.
- Information in a language they can understand.
- A clear explanation of their condition and treatment options.
- Information about CCCCF, its practitioners, services and role in the treatment process.
- Information about clinical guidelines used in providing and managing their care.
- Ask their provider about their work history and training.
- Give input on the Clients Rights and Responsibilities policy.
- Know about advocacy and community groups and prevention services.
- Freely file a complaint or appeal and to learn how to do so.
- Have their care coordinated with another provider if requested.
- Referrals to legal entities for appropriate representation.
- Know of their rights and responsibilities in the treatment process.
- Receive services that will not jeopardize their employment.
- Access to information pertinent to the client in a timely manner to facilitate their decision making.
- Request certain preferences in a provider.
- Have provider decisions about their care made without regard to financial incentives.

Statement of Clients Responsibilities

- Treat those giving them care with dignity and respect.
- Give providers information they need. This is so providers can deliver the best possible care.
- Ask questions about their care. This is to help them understand their care.
- Follow the treatment plan. The plan of care is to be agreed upon by the client and provider.
- Follow the agreed upon medication plan.
- Tell their provider and primary care physician about medication changes, including medications given to them by others.
- Keep their appointments. Clients should call their provider(s) as soon they know they need to cancel visits.
- Let their provider know when the treatment plan isn't working for them.
- Let their provider know about problems with paying fees.
- Report abuse and fraud.

- Openly report concerns about the quality of care they receive.