



## Client Rights & Responsibilities

### Community Based Services

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#### Community Based Client Rights

As a client, you have the right to:

- be treated with dignity and respect.
- receive fair treatment regardless of race, ethnicity, creed, religious belief, sexual orientation, gender, age, health status, or source of payment for care.
- have your treatment and other pertinent information kept private. Only by law may records be released without patient permission.
- access services easily and in a timely fashion.
- an explanation of services offered, expectations, time commitments, and restrictions prior to receipt of services.
- open participation in setting goals and evaluating progress.
- the delivery of services in a culturally competent manner.
- information about the organization and its role in the provision of services.
- information about the qualifications and limitations of your designated service provider.
- be contacted in a timely fashion by the provider if the provider is unable to keep a scheduled appointment.
- decline any intervention or service.
- freely file a complaint, grievance, or appeal and to learn how to do so.
- be informed of the rules, expectations and other factors that can result in termination of services.
- terminate services at any time.

#### Community Based Client Responsibilities

As a client, you have the responsibility to:

- treat service providers with dignity and respect.
- give providers the information they need in order to provide the best possible care.
- communicate openly and honestly with providers.
- ask providers questions about your care.
- help develop and follow the agreed-upon treatment plan, and work together to meet the established service goals.
- keep scheduled appointments and contact your provider in a timely fashion if you are unable to keep a scheduled appointment.
- let providers know about any changes to your contact information (name, address, phone number, etc.).
- inform providers of termination of services.