

Consumer Rights and Responsibilities

We are committed to preserving the confidentiality and privacy of all our consumers at _____ while providing the best quality of services available. A cornerstone of all _____ programs is the trusting relationship, which is shared between staff members and the consumer. To protect that alliance, it is important that you are aware of your rights and responsibilities as a _____ consumer. If you have questions regarding your rights and responsibilities, discuss them with your case manager, counselor, or program director.

You have the right to expect professional and courteous service.

You have the right to receive fair and equitable services of the Agency without discrimination regarding age, sex, gender, sexual orientation, race or ethnicity, creed, disability, religion or national origin. _____ facilities comply with the Americans with Disabilities Act.

You have the responsibility to treat agency staff with courtesy and without discrimination regarding age, sex, gender, sexual orientation, race or ethnicity, creed, disability, religion or national origin.

You have the right to be informed if this Agency cannot provide the services to meet your needs.

You have the responsibility to notify this Agency when you are unavailable for scheduled services or contacts.

You have the right to have the nature of services and related recommendations explained to you.

You have the right to participate in all of your service decisions. You have the responsibility to provide the Agency with accurate and relevant information as a basis for receiving services. You have the right to review your service plan, if applicable, at anytime.

You have the right to refuse recommended services unless mandated by law or court order. Your refusal of services may result in the inability of _____ to provide adequate services for you. The consequences of refusing services will be explained to you.

You have the right to refuse to participate in clinical research and studies.

You have the right to privacy and all guarantees under the Health Insurance Portability and Accountability Act (HIPAA) regulations. You have the right to inspect and copy your personal health information. You have the right to read your written records while on the premises of the Agency in the presence of a professional staff member.

You have the responsibility for providing written consent for release of information which is essential to the provision of services.

You have the right to confidentiality. No information concerning you or the services you receive at _____ may be given to others outside of _____ without your written consent. Exceptions to this include the mandatory reporting of abuse, concern about dangerous activity toward oneself or someone else, information that is court-ordered by a judge for legal purposes, or when a funding, auditing, or accrediting agency conducts an audit or site visit to ensure that quality services are delivered. When using electronic media, including telephone and computer, staff will ensure your information is protected by safeguards in compliance with applicable legal requirements.

You have the right to file a grievance if you believe that any of these rights have been violated. You have the right to receive a copy of _____ grievance procedure. You have the responsibility for informing the agency on a timely basis of any dissatisfaction or questions about agency services.

You have the responsibility to follow program procedures. Failure to follow program rules or complete program expectations may result in termination of services.

Agency Office Hours: Monday - Friday

I have received a copy of these rights and responsibilities at the time of initial contact or at the time revisions occur. I have had them explained to me in language that I understand.

Signature of Program Participant or Representative

Date