Client Bill of Rights

Service Delivery Rights

- The right to be fully informed of all beneficial treatment options, including those offered at our clinic and elsewhere, including related costs, in a clear and understandable way.

- The right to receive timely, culturally and linguistically appropriate and complete information about rights upon entering treatment and at any time upon request. Including, benefits and services, how to access available services, how to appeal a decision, how to lodge a complaint, and how to get help to navigate a service delivery system.

- The right to have advance directives about treatment preferences-and the right to have them honored.

- The right to the least restrictive and least intrusive response to a need for mental health or substance use treatment services.

- The right to be fully involved in treatment, referral and discharge plans as they are developed, implemented and revised. Parents and guardians have the right to meaningful involvement in developing and implementing the treatment plan for their children who are still minors.

- The right to be fully informed of treatment side effects and treatment alternatives in order to make informed decisions without coercion or the threat of discontinued services.

- The right to selectively refuse undesired treatment services without the loss of desired services.

- The right to receive services from providers who have appropriate linguistic skills in the needed language or access to appropriate interpreting support services.

- The right to be directed to treatment modalities that are culturally competent according to ethnicity, sexual orientation, religious beliefs, and disability.

- The right to receive appropriate, specialized and individually tailored education as a component of treatment for young people.

Rights Related to Preservation of Liberty and Personal Autonomy

- The right to receive treatment services in a setting and under conditions that are the most supportive of personal liberty, with restrictions of that liberty only as needed to preserve safety.

- The right to assert grievances and to have them addressed in a timely manner, as well as with an external reviewer upon request, with no negative repercussions.

- The right to the use of voluntary admission procedures and to receive treatment on a voluntary basis wherever possible.
• The right to receive treatment and services only with informed consent, except as over-ridden by a court.

• The right to establish advanced directives and living wills and to appoint surrogate decision-makers (with a durable power of attorney), specifying how one wishes to be treated in an emergency or if s/he is incapacitated, as permitted by law.

• The right to be free from any form of corporal punishment or abuse.

• The right to be free of financial or other exploitation.

• The right to a humane treatment environment affording appropriate privacy and personal dignity and protection from harm.

• The right to protection from the use of seclusion and restraints.

Rights Related to Privacy and Information Management

• The right to privacy and confidentiality of personal information.

• The right to access and supplement his/her own medical record.

• The right of parents or guardians to access their minor children's mental health records, except where such information is protected by law.

• The right to receive information about confidentiality protocols when a person begins treatment with a new clinician, as well as on request on an ongoing basis.

• The right to withdraw, narrow or otherwise modify terms of consent for information to be released.

• The right to be informed of:
  o the type(s) of information that will be disclosed (nature and extent);
  o who has the authority to disclose information;
  o to whom the information will be disclosed; and
  o the purpose(s) for which the information is needed.

Rights to Access Additional Services

• The right to be assessed for and referred to other services which may support behavioral health recovery and overall wellness. These include, but are not limited to, legal, financial, employment, benefits and physical health resources; self-help support services; advocacy support services.

Note

The above rights were largely drawn verbatim from relevant portions of the Mental Health America Board of Directors Position Statement 21: Rights of People with Mental Health and Substance Use Conditions, approved on September 9, 2017, and reviewed as required by the Mental Health America Public Policy Committee. Source: http://www.mentalhealthamerica.net/positions/rights