



Client Rights and Responsibilities

AS A CLIENT, I have the right:

- To be treated with courtesy, respect, dignity, and timely, responsive attention to my needs.
- To receive appropriate and quality care for substance use disorders, behavioral and mental health disorders in the least restrictive therapy setting.
- To be free from abuse, financial or other exploitation, retaliation, humiliation or neglect. The right to refuse treatment or medications. To make decisions about the care the clinician recommends and to have those decisions respected. SFRC will inform me of the risks of such refusal.
- To be made aware, as early as possible, of the proposed treatment procedure, and to have opportunity to discuss the benefits and risks, medications involved, transfers, financial responsibilities, costs of appropriate treatment alternatives, and costs of forgoing treatment, and the anticipated outcomes and possible commitment reactions and consequences. I should be able to expect that my clinician will provide guidance about what they consider the optimal course of action for me based on their objective professional judgment.
- To obtain a second opinion.
- To be informed of any important aspect of the potential or existing therapeutic relationship which might affect my decision to enter or continue a counseling relationship with the SFRC treatment services.
- To privacy, and to be informed of the limits of confidentiality. No information will be given to any person or agency without my written consent, except as required by law
- To be informed of any important aspect of the potential or existing therapeutic relationship which might affect my decision to enter or continue a counseling relationship with the SFRC treatment services.
- To participate in my treatment plan, and to ask questions about my health status or recommended treatment when I do not fully understand what has been described and to have their questions answered.
- To informed consent or refusal, or expression of choice, regarding service delivery, concurrent services, provide preference and composition of the service delivery team including involving other family members in treatment when appropriate.
- To access my records, and to obtain copies or summaries of my medical records.
- To refuse to be videotaped or audio-taped if the session is used for program related training documentation and review.
- To be free from physical or medical seclusion or restraint.

- To know if I am being treated by an experimental procedure or am participating in a study about which data may be disseminated; to be given the opportunity to refuse treatment in either of these circumstances. Research guidelines and ethics will be adhered to.
- To discuss any aspect of my care that is of concern with the treatment supervisor and request a second opinion. Expect reasonable continuity of care. I should be able to expect that my clinician will cooperate in coordinating therapeutically indicated care with other health care professionals, and that my clinician will not discontinue treating me when further treatment is therapeutically indicated without giving me sufficient notice and reasonable assistance in making alternative arrangements for care.
- To the investigation and resolution of any complaints or grievances regarding infringement of my rights, and to be free from retaliation due to filing a grievance.
- Referral to legal entities for appropriate representation.
- To access self-help and advocacy support services. Make decisions for myself or designate someone else to do so if I cannot.

AS A CLIENT, I have the responsibility to:

- Communicate with the clinic at least once every 3 months.
- Treat everyone at the clinic, staff and clients, in a respectful manner by avoiding abusive or disrespectful language or behavior. Respect property.
- Provide information about my condition, treatment, or illness.
- Attend appointments and notify clinic staff if I am unable to attend scheduled appointments.
- Make time and put effort into my treatment so I can make progress.
- Actively participate in treatment
- Not bringing weapons to the clinic, I understand that I may not feel comfortable without a weapon if I am in an abusive relationship. If this is the case, I will talk with my clinician and case manager about making alternative arrangements such as leaving weapons in my vehicle and having an escort.
- Abiding by the non-smoking requirement in clinic.
- Promptly meet any financial obligations agreed to with SFRC when applicable.
- Not engage in personal relationships with SFRC Staff.
- Follow program specific rules and regulations