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## CLIENT RIGHTS AND RESPONSIBILITIES

You, as the client, have the right to...

### Access to Care:

- Impartial access to treatment that is medically indicated regardless of color, age, creed, sex or national origin.

### Respect and Dignity:

- Considerate, respectful care at all times and under all circumstances, including reasonable attempts to respect religious and cultural beliefs and practices, and to make efforts to accommodate whenever possible.

### Privacy and Confidentiality:

- Be interviewed, examined and treated in surroundings designed to provide reasonable privacy.
- Have your medical record read only by those directly involved in your care, in the monitoring of the quality of that care, or by those designated to you.
- Review your medical record and to have information explained, except when restricted by law.
- Expect information related to your office care will not be released without your permission.
- Expect that discussions related to your care will occur in private and include only those with a specific need to know.

### Participate in Treatment Discussions:

- Be informed and participate in decisions concerning your care.
- Be given a clear and understandable explanation of procedures including the reason why a procedure is needed, the risk and benefits, probability of success and possible alternatives.
- Complete an advanced directive to indicate your treatment preferences should you become unable to make your own decisions in the future.
- Refuse treatment to the extent permitted by law.
- Be informed of any research activities that affect your care and to choose voluntarily to participate. Refusal to participate will not compromise care.

### Personal Safety:

- Expect reasonable safety related office practices and environment.

### Information:

- Be informed about your illness, possible treatments, and likely outcomes.
- Know the names and roles of care givers.
- Know the relationship the therapist has with outside providers (such as healthcare providers or insurance companies) that may impact your care and treatment.

### Ethical Standards:

- Expect that high ethical standards are followed in providing your care. If a conflict should arise, a process is in place to assist you, your family, and caregivers to help resolve issues concerning care.

**Treatment and Continuity of Care:**

- Expect that the therapist will provide necessary to the best of his/her ability. If a transfer of care is recommended, you will be informed of the benefits and alternatives. You will not be transferred without your consent and until another provider has agreed to accept you.

**Understanding Charges:**

- Be billed fairly for only those services provided.
- Request an itemized bill for services provided.
- Ask questions and receive assistance in understanding charges and payment methods.

**Understanding Rules and Regulations:**

- Know the system rules that affect your treatment.

**Grievance Procedure:**

- File a grievance procedure either in writing or by phone by calling 901-729-7825. Our grievance procedure is available by request and is posted in the lobby and is included in this packet of documents.

**You, as the Client, have the responsibility to:**

- Provide caregivers with accurate and complete information about your health and convey understanding of what is expected in regard to your treatment.
- Comply with instructions for your treatment plan. If you believe that you cannot follow through with treatment, you are responsible for telling your provider.
- Comply with office rules and regulations.
- Meet your financial obligations as promptly as possible.
- Be considerate of the right of other clients and staff in the control of noise and the respect of property.

With my signature below, I confirm that I have read and am in agreement with the statements made above in this Client Rights and Responsibilities document.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

