BellVue Health PLLC

Client’s Rights & Responsibilities

Client’s Rights

Along with the basics of humane care and treatment, you have the following rights:

1. The right to be treated with dignity and respect and recognition of their individuality.
2. The right to be informed of any treatment risks that may occur.
3. The right to the development of a unique service plan formulated in partnership with the program’s staff, and to receive services based upon that plan.
4. The right to access information about your treatment.
5. The right to receive a copy of any informed consents authorized.
6. The right to be informed of the person who has primary responsibility for the client’s care.
7. The right to be informed of all program rules, regulations, procedures and client responsibilities prior to initiation of care, and the consequences of non-compliance.
8. The right, to the extent permitted by law, to refuse specific treatment procedure, unless there is danger of harm to self or others, and to know the consequences of that refusal which can include discharge from the program.
9. The right to file an internal or external grievance should you feel that you have not been treated in a fair manner. (The process and forms are in the client manual.)
10. The right to be informed of the parameters of confidentiality.
11. The right to be free from performing tasks typically carried out by BellVue Health PLLC staff, including the responsibility for care or on-going supervision of another client or responsibilities requiring access to confidential information.
12. The right to request a personal advocate, to call your attorney, and/or to request information on self-help and other advocacy services. (A listing of all available advocacy services will be maintained in the resource section of client manual.)
13. The right to be free and protected by BellVue Health PLLC staff (to the degree reasonable) from abuse of any kind, neglect, humiliation, threats, financial misappropriation or other exploitation, coercion, corporal punishment, or unethical treatment.
14. The right to be free from retaliation of any kind for exercising any of your rights or voicing a grievance. This would include restraint, interference, coercion, discrimination, or reprisal of any kind.
15. The right to be free from discrimination due to the actual or perceived status of the following classifications: race, ethnicity, color, national origin, religion, gender identity or expression, marital status, ancestry, sex, sexual orientation, political belief, immigration status, mental or physical disability, age, health conditions, or chronic diseases.
16. The right to the availability of an adequate number of competent, qualified, and experienced professional clinical staff to ensure appropriate implementation of the client’s service plan.
17. The right to know about any changes made to clinical staff members who are directly involved with your treatment and the right to provide input regarding those changes.
18. The right to the provision of care according to accepted clinical practice standards within the least restrictive and most accommodating environment possible.
19. The right to be referred to another provider upon request.
20. The right to express preferences regarding the selection of service provider(s).
21. The right to privacy both inside and outside the program setting as appropriate to your treatment.
22. The right to provide input into the entity’s service delivery processes through client satisfaction surveys and other avenues provided by the governing body.
23. The right to receive assistance in exercising your civil rights.

Client's Rights continued

24. The right to timely access to information regarding your treatment, in accordance with applicable State and Federal guidelines.
25. The right to the freedom to express and practice religious and spiritual beliefs of their choosing without harassment or negative consequences.
26. The right to consistent enforcement of program rules and expectations.
27. The right to receive treatment (written and oral) in a language of their understanding.
28. The right to request an in-house review of their care, treatment and service plan.
29. The right to be informed and have the right to refuse being recorded, photographed, or filmed. Identifiable photos cannot be used without the written and signed consent of the client or client's guardian.
30. The right to be informed of all fees associated with treatment for which payment will be due from the client, and the consequences of nonpayment of required fees.
31. The right to be informed of any potential restriction of rights that may be imposed.
32. The right to be informed of client rights at the time of admission, both verbally and in writing.
33. Client have the right to fully participate, or to refuse to participate, in community activities including cultural, educational, religious, community services, vocational, and recreational activities.
34. The client has the right to not be required to make public statements which acknowledge gratitude to BellVue Health PLLC for its facilities/services.
35. The client has the right not to be required to perform in public gathers.
36. The client has a right to ask BellVue Health PLLC to correct information in their record. If BellVue Health PLLC does not agree it should be changed, the client may include a written statement in the records outlining the reasons they disagree.
37. Clients have the right to vote, make contracts, buy or sell real estate or personal property or sign documents, unless the law or a court removes those rights.
38. Client have the right to be accorded privacy and freedom for the use of bathrooms when needed.
39. Clients shall be permitted to retain and use personal clothing and appropriate possessions including books, pictures, games, toys, radios, arts and crafts materials, religious articles, toiletries, jewelry and letters. This right can be modified or limited if it demonstrated that it is necessary to achieve a legitimate goal in the client's individual program plan and if it is demonstrated that a legitimate program purpose cannot be reasonably achieved without such modification or limitation.

Client's Responsibilities

1. The responsibility to provide accurate and complete data for your treatment planning.
2. The responsibility to update information needed for your treatment planning.
3. The responsibility to make it known whether or not you understand your treatment plan.
4. The responsibility to make it known whether or not you understand your treatment goals.
5. The responsibility to actively participate in the treatment process.
6. The responsibility to indicate when you're unwilling and/or unable to comply with your treatment sessions and goals.
7. The responsibility for your actions if you refuse to comply with your treatment goals and recommendations.
8. The responsibility to follow all rules and regulations established to maintain a safe and secure treatment environment.
9. The responsibility to respect the rights and confidentiality of others.
10. The responsibility to respect all property in your treatment environment.