

New Directions Healthcare

Client Legal & Human Rights

1. A client receiving care or treatment under section 7 of the act (71 P. S. § 1690.107) shall retain civil rights and liberties except as provided by statute. No client may be deprived of a civil right solely by reason of treatment.
2. The project may not discriminate in the provision of services on the basis of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.
3. Clients have the right to inspect their own records. The project, facility or clinical director may temporarily remove portions of the records prior to the inspection by the client if the director determines that the information may be detrimental if presented to the client. Reasons for removing sections shall be documented in the record.
4. Clients have the right to appeal a decision limiting access to their records to the director.
5. Clients have the right to request the correction of inaccurate, irrelevant, outdated or incomplete information in their records.
6. Clients have the right to submit rebuttal data or memoranda to their own records.
7. Clients have the right to be treated with dignity and respect, as individuals who have personal needs, feelings, preferences, and requirements.
8. Clients have the right to privacy in their treatment. Should you be concerned with your confidentiality in relation to attendees of other programs with the facility, you have the right to request counseling sessions scheduled to avoid contact.
9. Clients have the right to be fully informed of all services available to them and of any charges for those services.
10. Clients have the right to be fully informed of their rights and of all rules and regulations governing their conduct as clients.
11. Clients have the right and the responsibility to participate in the development of their treatment plan.
12. Clients have the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment, including withdrawal of consent.
13. Clients have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of this right.
14. Clients have the right to continuity of care. They will not be discharged or transferred, except for therapeutic reasons for personal welfare, or the welfare of others. Should transfer or discharge become necessary, they will be given reasonable advanced notice, unless an emergency exists.
15. Client have the right to voice opinions, recommendations, and grievances in relation to policies and services offered, without fear of restraint, interference, coercion, discrimination, or reprisal.
16. Clients have the right to be free from physical, chemical, and mental abuse.
17. Clients have the right to confidential treatment of their personal and medical records. Information from these sources will not be released without your prior consent, except in: 1) suspected child abuse; 2) crime on premises; 3) Good Cause Court Order; 4) medical emergency.
18. Each client has the right to request the opinion of a consultant at his or her own expense or to request review of the individual treatment plan, as provided in specific procedures.
19. Clients have the right to appeal involuntary termination.
20. Clients have the right to freedom from financial or other exploitation, humiliation, and neglect.

*For more information on Client Rights, go to the President’s Advisory Commission on Consumer Protection and Quality in the Healthcare Industry Reference Website at [www.hcqualitycommission.gov](http://www.hcqualitycommission.gov), or call the Office for Civil Rights U.S. Department of Health and Human Services Hotline at (800) 368-1019. For Medical Assistance Provider Compliance Hotline to report fraud and abuse, call 1-866-DPW-TIPS.*

I have reviewed the Client’s Legal & Human Rights or they have been explained to me so that I understand them.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_

Copy offered to client: \_\_\_\_\_ accepted \_\_\_\_\_ rejected \_\_\_\_\_ Client Initials