



**CLIENT RIGHTS AND RESPONSIBILITIES**

**Client Rights:**

1. The client has the right at all times to be treated with consideration and respect for his or her privacy and dignity.
2. The client has the right to expect that, within its capacity, NYFS will make a reasonable response to client's request for services.
3. The client has the right to expect that the therapist, upon request, will provide information regarding his or her background and competencies to provide clinical services. The client has the right to expect that the therapist will follow NYFS procedures in the delivery of services, be on time for appointments, be able to meet with the client on a regular basis, return phone calls in a reasonable timeframe and refer the client when he or she is unable to help the client.
4. The client has the right to receive from his or her therapist information necessary to give informed consent to treatment prior to the start of any procedures and/or treatment.
5. The client has the right to refuse treatment to the extent permitted by law, and to be informed of the psychological or medical consequences of his or her action. If the client is court ordered to treatment, the client has the right to know the legal consequences of refusing treatment.
6. The client has the right to obtain from his or her therapist complete and current information concerning his or her diagnosis, treatment and prognosis in terms the client can reasonably be expected to understand.
7. The client has the right to participate in the development of the goals of treatment, including the right to information on treatment alternatives, the therapist's recommendations for treatment, and the expected length, cost and outcome of treatment and the right to agree to the established plan.
8. The client has the right to expect that all communications and records pertaining to his or her care and treatment will be regarded as private. Exceptions to this right to privacy are given to the client in the Tennessee Warning at intake.

## **Client Rights and Responsibilities**

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9. The client has the right to have access to his or her clinical and financial records. Access is the right to see the record at no cost within five days of the request for access, and to have a copy of the record or portions of the record at the cost of \$.10 (ten cents) per page. Access to record may be restricted to times when an NYFS staff person is available to assist the client in reviewing the record. Access to portions of the record may be restricted if the information is classified as confidential under Minnesota Statutes Chapter 13 or 144.335.
10. The client has the right to examine and receive an explanation of his or her bill for services rendered, regardless of source of payment.
11. The client has the right to be advised if NYFS proposes to engage in or perform any human research or experimentation affecting his or her care and treatment. The client has the right to refuse to participate in any research or experimentation without this decision affecting his or her status as a client.
12. The client has the right to file a grievance, either in person or in writing, with the Program Director and/or the Executive Director of NYFS. Corrective action will be taken, if indicated.

### **Client Responsibilities:**

1. The client has the responsibility to be on time for each appointment scheduled.
2. The client has the responsibility to participate in treatment planning.
3. The client has the responsibility to give the therapist feedback regarding his or her perception of progress in and satisfaction with treatment.
4. The client has the responsibility to complete actions agreed to in the treatment plan.
5. The client has the responsibility to keep the therapist informed of changes in the client's life, which may effect the progress of goals or treatment.
6. The client has the responsibility to pay for treatment at the agreed upon time and payment schedule. Invoices are sent out monthly; payment is expected at a minimum monthly.
7. The client has the responsibility to keep NYFS informed of changes in address and financial situation.
8. The client has the responsibility to phone and cancel when he or she cannot keep a scheduled appointment. Clients will be charged for appointments in which they fail to keep or are cancelled less than 24 hours in advance. For day treatment (NETS), clients must call by 12:00 noon the day that they are not able to participate in the program.