



CLIENT RIGHTS

These rights belong to the person or persons being served. For sound legal or medical reasons, a family member, guardian, or legal representative may exercise these rights on the person's behalf.

PERSONAL INTERACTIONS

1. The right to be treated with dignity and respect.
2. The right to personal privacy and confidentiality of information to the extent permitted by law.
3. The right to receive written notice of your rights as early as possible when receiving care.
4. The right that services be provided without regard to race, ethnicity, gender, age, religion, national origin, sexual orientation, or disability.
5. The right to receive care that recognizes cultural or religious beliefs.
6. The right to receive care that is free from abuse or harassment.
7. The right to file a complaint without retribution and to ask for and receive prompt review and resolution of the complaint

SERVICE DELIVERY

1. The right to be involved in all aspects of your care and to assist in the development and implementation of your own plan of care.
2. The right to receive a clear and complete explanation of your status (e.g., diagnosis, treatment options, prognosis, etc.) and to be informed of potential or lack of potential for improvement in terms you can understand.
3. The right to accept or reject services and recommendations to the extent permitted by law and the right to express your choices of goals and methods of service delivery.
4. The right to know the name and professional qualifications of the person or persons providing services.
5. The right to accept or reject participation in teaching, research, or promotional activities.
6. The right, to the extent permitted by law, to review information contained in your records, to receive explanation of record entries on request, and to request correction of inaccurate records.
7. The right that services be provided in a timely and competent manner, which includes making referrals to other appropriate professionals when necessary.
8. The right to adequate notice of and reasons for discontinuation of services, an explanation of these reasons, in person, on request; and referral to other providers, if so requested.
9. The right to know, in advance, the costs for services, regardless of the method of payment.
10. The right to receive a clear explanation of your bill.

CLIENT RESPONSIBILITIES

Clients are considered part of the service team and have a responsibility to actively participate in the evaluation and treatment process and completely inform CHSC of their needs and abilities.

1. Clients must provide the most accurate and current information regarding personal health, restrictions, and risks including but not limited to past illnesses, hospital stays, and use of medicine and immediately notify office manager or service provider of any changes.
2. Clients must provide complete information regarding insurance coverage and eligibility and immediately notify office manager or service provider of any changes.
3. Parents of children 18 years and younger must stay in the building during the entire time the child is participating in the scheduled appointment.
4. Actively participate in your own/your family member's care by developing and implementing the treatment plan with service provider.
5. Agree to, sign, and follow CHSC attendance policy.
6. Ask questions when information provided to you is not clear.
7. Accept the consequences for not following the instructions of the attendance policy and treatment plan.
8. Arrive 5-10 minutes prior to the scheduled appointment and check in with office manager prior to each visit to verify insurance, address, and phone number are accurate and current.
9. Make all payments/co-payments at the time of each visit.
10. Follow-up on any referrals suggested by your service provider.
11. Be considerate of the needs of others.

CHSC RIGHTS

In providing services, CHSC has the right to

1. Cancel and/or reschedule clients when necessary for medical or personal reasons. Every attempt will be made to reschedule prior to canceling appointments.
2. Discharge and/or refuse services to those who do not follow the attendance policy, do not comply with the treatment plan, or fail to pay for services.
3. Receive complete and accurate information regarding needs and abilities of clients.
4. Receive payment/co-payment for services at the time of service delivery.

CHSC RESPONSIBILITIES

CHSC is responsible for ensuring a safe environment conducive to learning and to achieving goals. This is accomplished by

1. Providing a continuum of care within our system and coordinating care with other service providers.
2. Providing education to clients and families regarding needs, strategies and therapy progress.
3. Utilizing treatment strategies based on current research, literature and professional best practices and consensus.
4. Keeping records accurate, complete, safe, and confidential.
5. Providing referrals to other care providers as needed.
6. Ensuring all staff members are appropriately credentialed to provide services.
7. Ensuring all individual team members provide services consistent with their profession's scope of practice and licensure laws.
8. Providing ongoing training for staff regarding clients' rights and needs, safety requirements, billing procedures, and record keeping.
9. Providing a safe and secure location where services are provided.
10. Informing you of attendance policy and procedures for scheduling and canceling appointments.