

TREATMENT AND CARE

- The right to be treated with dignity, respect, and consideration.
- The right not to be discriminated against based on various factors such as race, religion, and disability.
- The right to receive individualized treatment that respects the client's strengths, choices, and abilities and is provided in the least restrictive environment possible.
- The right to have the client's civil rights protected, unless the client has been adjudicated incompetent or a court has found that they are unable to exercise certain rights.
- The right to receive assistance from a family member, representative, or other individual in understanding and exercising the client's rights.
- The right to receive assistance from human rights advocates if enrolled as seriously mentally ill.
- The right to be informed of the proposed treatment, including the intended outcome, nature, procedures, risks and side effects, and alternatives.
- The right to give informed consent or refusal for treatment.
- The right to be involved in the development and implementation of the treatment plan.
- The right to be informed of the client's progress and any changes to the treatment plan.
- The right to refuse medications or request a second opinion.

PRIVACY AND CONFIDENTIALITY

- The right to have the client's information and records kept confidential and released only in certain circumstances.
- The right to privacy in treatment, including the right not to be fingerprinted, photographed, or recorded without consent, with some exceptions.
- The right to review the client's own record upon request.

FEES AND PAYMENT

- The right to be informed of all fees and the agency's refund policies before receiving a behavioral health service, except in crisis situations.
- The right to be informed of the client's financial responsibilities and the agency's billing and collection policies.

- The right to have grievances considered in a fair, timely, and impartial manner.

OTHER RIGHTS

- The right to submit grievances and complaints without constraint or retaliation.
- The right to seek and speak with legal counsel of the client's choice.
- The right to review certain agency and department documents, such as rules and inspection reports.
- The right to be informed of the client's rights and how to file a complaint.
- The right to have the agency's policies and procedures explained to the client.