

# NorthKey

COMMUNITY CARE  
CLIENT RIGHTS

- 1) **You have the right to services without discrimination.** As a client you have the right to obtain access to services within the resources of the agency to provide them, or assistance in obtaining such services from other resources, regardless of race, religion, gender, age, sexual orientation, ethnic background, disability , or ability to pay
- 2) **You have the right to receive the best care we can offer by trained staff.** As a client you have the right to have access to quality treatment provided with dignity and respect by competent staff.
- 3) **You have the right to be respected for who you are and your beliefs.** As a client you have the right to have your cultural, psychosocial, spiritual and personal values, beliefs and preferences respected
- 4) **You have the right to privacy of your health information.** As a client you have the right to confidential provision of treatment, in accordance with legal guidelines, agency policies and the ethical principles of professional mental health disciplines
- 5) **You have the right to a clean and safe environment.** As a client you have the right to receive services in a clean and safe environment
- 6) **You have the right to know who is part of your treatment team.** As a client you have the right to know the name(s) and qualifications of all the treatment providers involved in your care
- 7) **You have the right to be informed about your care.** As a client you have the right to information concerning your diagnosis
- 8) **You have the right to make decisions about your care and who is involved in your care.** As a client you have the right to the opportunity to participate in the creation of your treatment plan and to have your family or significant other participate in your treatment, and to be involved in decisions about your care, treatment or service
- 9) **You have the right to choose to communicate with other providers about your healthcare.** As a client you have the right to continuity of care within NorthKey Community Care's service system, and between NorthKey and other healthcare providers
- 10) **You have the right to ask to change providers.** As a client you have the right to expect that, to a reasonable extent, the organization will accommodate a request for transfer from one clinician to another
- 11) **You have the right to refuse care.** As a client you have the right to refuse care, treatment or services according to law and regulation
- 12) **You have the right to know about all possible results of your care, good or bad.** As a client you have the right to information about any adverse outcome of your care
- 13) **You have the right to see a receipt of services after services are provided.** As a client you have the right to an itemized statement upon request if you are a paying client





14) **You have the right to know why you are paying for services and the cost.** As a client you have the right to an explanation of charges and fees for service

15) **You have the right to have a copy of the HIPAA privacy practices.** As a client you have the right to receive a copy of HIPAA Privacy Practices

#### CLIENT RESPONSIBILITIES

1) **It is your duty to keep appointments as scheduled, or let us know if you will not be able to attend.** It is your responsibility to keep appointments as scheduled. If an appointment cannot be kept due to emergency circumstances, to give 24 hour notice of cancellation

2) **It is important for you to share as much information about your health as possible with your caregivers.** It is your responsibility to provide accurate and complete information about present complaints, current medications past illnesses, and hospitalizations

3) **It is important that you keep your caregivers updated about your health.** It is your responsibility to report anything you believe may be a risk to your care, and to report any unexpected changes in your condition

4) **It is important to work towards your health and life goals.** It is your responsibility to follow the treatment plan developed for you

5) **It is important for you to understand the role you have in your treatment and the goals you have set.** It is your responsibility to accept responsibility for the outcome of your care if you do not follow the treatment plan

6) **It is your duty to give your insurance information and make sure services are paid for if needed.** It is your responsibility to provide financial information and arrange for payment of service according to ability to pay

7) **It is your duty pay for services on time.** It is your responsibility to promptly meet any financial obligation agreed to with the organization

8) **It is important to show respect and concern for other clients and to respect their privacy.**

9) **It is important to show respect for the staff and for the property of the organization.**

10) **It is your duty to follow the organization's rules and regulations.**

11) **It is important for you to ask questions.** It is your responsibility to ask questions anytime you do not understand anything regarding services

