



Multidisciplinary and Integrated Healthcare

Clients Rights and Responsibilities

As a client, you have certain inalienable rights, which are:

1. **CONSIDERATE AND RESPECTFUL CARE**

The right to receive considerate, dignified, and respectful care and treatment regardless of your physical or emotional condition by all staff and/or volunteers at Metro Health (MH).

2. **TO BE INFORMED**

The right to be informed of what services MH offers, the method for obtaining these services, and the reasons why a service is not being provided, in addition to other services available to you.

3. **A REASONABLE RESPONSE**

The right to a response by MH in a reasonable and timely manner to your request(s) for provided services.

4. **NONDISCRIMINATION**

The right to appropriate treatment and/or services without regard to race, sex, color, ethnicity, religion, creed, gender, sexual orientation, sexual identification, real or perceived disability, age, political beliefs, marital status, family responsibilities, pregnancy/childbirth, place of residence, source of income, economic level, student status, physical appearance, or to any other non-relevant factor.

5. **REFUSAL/TERMINATION OF SERVICES**

The right to refuse to participate in any services provided by MH or to terminate your participation without recrimination.

6. **CONFIDENTIALITY**

The right to expect that MH will maintain the confidentiality of records pertaining to the services you receive(d), except as otherwise provided by law. No information shall be released without a Release of Information Form signed by you or a legally designated person. This does not apply to statistical data, which may be required by funding agencies and where a client's identity is anonymous.

7. **PRIVACY**

The right to privacy that does not preclude discreet discussion of your case among appropriate agency staff.

8. **GRIEVANCES**

The right to be informed of the internal grievance process, which has been established by MH as required by the quality assurance guidelines that this provider has agreed to implement. MH must



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supply you with a written statement of its internal grievance procedure, and this must be supplied to you at the time that you receive this Client's Rights and Responsibilities Form.

As a client, you also have the certain responsibilities, which are:

1. RESPECT TOWARDS OTHERS

The responsibility to give respect towards MH staff members, volunteers, and/or other clients. This includes speaking in a respectful tone of voice and respecting others' boundaries and work space. No violence of any kind. If you do act violently, you may be disqualified from receiving services at MH.

2. CONSIDERATION TOWARDS OTHERS

The responsibility to give consideration towards MH staff members, volunteers, and/or other clients. This includes showing up for appointments on time and making appointments in advance (at least 24 hours notice, except in cases of emergency).

3. RESPECT TOWARDS PROPERTY

The responsibility to show respect towards MH property and the premises on which MH operates. This includes no willful destruction of furniture, equipment, supplies, etc. If you do willfully destroy property, you may be disqualified from receiving services from MH.

4. CONFIDENTIALITY

The responsibility to maintain the confidentiality of clients' names and their personal information that you may incidentally obtain through participation in support groups, waiting in the reception area, etc.

5. COMMITMENT

The responsibility to commit to your treatment at MH by following your care plan, holding yourself accountable, showing up for your appointments as scheduled, and canceling appointments at least 24 hours in advance (except in cases of emergency). If you miss an appointment, call MH as soon as possible to reschedule.

6. PARTICIPATION

The responsibility to be a part of your healthcare team, to communicate with your providers regarding changes in your health, and to update your case manager or the receptionist about changes in your contact information, income, etc.

7. SOBRIETY

The responsibility to maintain sober while on the premises of MH and the premises on which MH operates.