

Client's Responsibilities Continued...

- The client is responsible for supervision of minor children
- The client is responsible for respect for agency property and staff. The client is responsible for respect for the privacy of other clients at CFTSAP.

*** Restrictions may be placed upon a client should a client fail to adhere to their responsibilities or agency rules. These restrictions may be lifted depending upon the infraction and the corrective actions. Restrictions are imposed on a case-by-case basis and are imposed at a level appropriate to the infraction. Restrictions may be lifted depending upon the infraction and the corrective actions. Restrictions may include:*

Restrictions from access to scheduling appointments: a client who fails to pay a balance or who fails to maintain regular attendance may be restricted from scheduling appointments. This restriction may be full or partial (e.g. restricting for scheduling a 'standing appointment', being placed on a 'cancellation list', or being 'doubled-booked'). Scheduling restrictions may be listed once a balance is paid in full or part or once the client proves regular attendance.

Family members, significant others, and other stakeholders may be restricted from attending sessions with the client or from entering agency property if the other person has been inappropriate or threatening with the client or staff or if an active restraining order exists.

Transfer to another provider may occur if a client or other stakeholder is inappropriate with the initial provider or if a conflict of interest exists. The agency will take into account the best interest of the client, provider, and agency in this matter.

Responsibility of full payment: if the client fails to notify the agency of a change in insurance coverage, the client may be responsible for the full charge of services (e.g. if your provider is not approved by the new insurance carrier, court ordered treatment, or non-disclosed insurance restrictions).

Termination of services: a client's chart may be closed if a lapse in attendance occurs and the client fails to respond to agency attempts to reach the client. It is thus assumed the client no longer desires to continue treatment and the case will be closed. Termination of services may also occur if the treatment goals are met, the client refuses or terminates services, the client refuses referral to other services, the client moves, the client dies, or the needed services are not available at CFTSAP. Should services be terminated, the client may attempt to re-initiate treatment at a later date, and acceptance into services will be determined at that time.

Responsibilities Continued & Contact Information

Involuntary Termination from Services: A client may be involuntarily terminated from services if the client misses three sessions without contacting the agency, the client or stakeholder displays inappropriate or violent behavior, or the client is noncompliant with services or agency standards. Involuntary termination from services shall occur after the provider staff the case with the Officer Manager, and the client has the right to appeal the decision. In the event of involuntary termination due to client aggressive behaviors the agency shall provide referrals for treatment and shall attempt to insure linkage to such treatment within 72 hours post-discharge. After an involuntary termination from services, a client may be restricted from obtaining services for the agency at a later date.

A client has the right to report any infringements of their rights to the following:

**The McHenry County Mental Health Board (708 Board)
620 Dakota Crystal Lake, IL 60012--(815)455-2828.**

You have the right to ask your service provider to assist you in contacting the above agency.

You may also call our main office at (815) 344-9445 and request to speak to our client's rights officer or office manager regarding these policies and rights.

**4209 W Shamrock Lane Unit C,
McHenry, IL 60050
Phone: (815) 344-9443
Fax: (815) 344-9445
www.cftsap.com**

Center for Therapeutic Services & Psychodiagnostics

Client's Rights and Responsibilities

This brochure describes your client rights and also your responsibilities as a client within our agency. Please review it carefully.

Phone: (815) 344-9443

Client's Rights

Our Duty to Safeguard Your Protected Health Information

- The client maintains all legal and civil rights while receiving services in the least restrictive environment and to be treated with dignity and respect.
- The client has the right to request a different service provider if you are uncomfortable with the person assigned to you.
- A client has the right to a second opinion (at their own expense).
- The client has the right to be advised of any payment for services required before the initiation of services.
- The client has the right to refuse the services presented to you by your service coordinator. Services required by emergency or medical necessity or by a court ruling or must be provided.
- The client has the right to continue to receive services unless the client voluntarily withdraws from a program or if they meet the criteria for discharge from a program or service. The client has the right to stop services at any time.
- The client may request to participate in any staff meeting regarding themselves. The client has the right of informed consent regarding all aspects of services provided by CFTSAP.
- The client has the right to be informed of and refuse any unusual or hazardous treatment procedures or to refuse to participate in research.
- The client has the right to be treated fairly without regard to gender, race, color, religion, ethnic background, disability, national origin, age, marital status, veteran status, sexual orientation, or financial standing.
- CFTSAP staff are mandated reporters and are required to report any situation where there may be an indication of clear and imminent danger to a client or others or if staff suspects abuse, neglect, or exploitation of children or elderly.
- The client has the right to be free from abuse, humiliation, neglect, financial or other exploitation. This includes physical abuse, mental abuse, humiliation, neglect of care, and financial or other exploitation of your benefits.

- The client has the right to be informed of their rights in a manner and language that they understand and to be informed of their condition, proposed services/treatment and alternatives.
- The client has the right to express grievances regarding treatment and services and not be subjected to discrimination or reprisal for doing so.
- Personal information about the client and the services they receive is private and may not be shared with someone else only as allowed by the Illinois Mental Health and Developmental Disability Act and professional ethics codes. A client must sign a release prior to any information sent from CFTSAP to a third party.
- All information concerning the client is held confidential and released only by their written consent or by a court order with the following exceptions:
 - Service providers believe the client is likely to seriously harm themselves and/or others.
 - During a medical emergency, staff may release information directly to medical personnel.
- The client may not be denied, suspended, or terminated from services, or have services reduced for filing a grievance or for exercising any of their rights.
- Services will be provided in a reasonable and timely manner. The client has the right to an individualized treatment plan and will be expected to participate in the development and review of this plan. The client has the right to know the name and professional credentials of anyone working with them.
- *If you feel your services have not been provided fairly or reasonably, you may present your concerns to your provider and if still unresolved, in writing, to your counselor's immediate supervisor. You have the right to involve an advocate from outside CFTSAP on your behalf. You have the right to legal recourse; you have a right to confer with family, attorney, physician, clergyman, or others at any time.*

Client's Responsibilities

Client responsibilities include, but are not limited to:

- The client is responsible to learn about their rights.
- The client is responsible for addressing any grievances with your service provider.
- The client is responsible for their decision to refuse the services presented to them, and the consequences that may occur. (However services required by emergency or medical necessity or by a court ruling must be provided).
- The client has the right to discontinue services at CFTSAP; however, they are responsible for giving notice before termination and payment of any fees incurred.
- The client is responsible to communicate to your service provider if you feel you have been discriminated against.
- The client is responsible for requesting any accommodation needed.
- The client is responsible for communicating their complaints in an appropriate manner.
- The client is responsible for making a report whenever their rights have been infringed upon.
- The client is responsible for being an active participant in treatment and in treatment planning. The client is responsible for expressing their needs when the treatment plan is developed.
- The client is responsible for the payment of any fee related to services provided.
- The client is responsible for regular attendance to services, timely arrival to appointments, and notifying the agency of any changes in insurance, including changes in coverage, deductible, or co-pay.
- The client is responsible for adherence to agency rules, including, but not limited to: (1) No food/beverages, smoking, weapons, disruptive & harassing behaviors, violence or threats of violence. (2) Demonstrating respectful and appropriate behaviors (to include protection of others privacy and needs).