

## CLIENT BILL OF RIGHTS

**Courteous treatment.** Clients have the right to be treated with courtesy and respect for their individuality by employees of or persons providing service in a health care facility.

**Non-Discrimination.** Clients have the right to be free from discrimination based on age, race, color, creed, religion, national origin, gender, marital status, disability, sexual orientation, and status with regard to public assistance.

**Appropriate health care.** Clients shall have the right to appropriate and individualized care that meets their needs and to expect that the provider has met the minimum qualifications of education, training, and experience required for their position. They have the right to be free from exploitation for the benefit or advantage of the provider.

**Information about treatment.** Clients are encouraged to ask questions about any treatment that they do not understand or that confuses them. They have the right to accept, refuse, or question any treatment.

**Participation in planning treatment; notification of family members.** Clients shall have the right to participate in the planning of their treatment and the right to include a family member or other chosen representative, or both.

**Freedom from maltreatment.** Clients shall be free from maltreatment as defined in the Vulnerable Adults Protection Act. "Maltreatment" means conduct described in section 626.5572, subdivision 15, or the intentional and nontherapeutic infliction of physical pain or injury, or any persistent course of conduct intended to produce mental or emotional distress.

**Treatment privacy.** Clients shall have the right to respectfulness and privacy as it relates to their treatment, as defined by rule and law. Case discussion, consultation, and treatment are confidential and shall be conducted discreetly.

**Confidentiality of records.** Clients shall be assured confidential treatment of their treatment records and may approve or refuse their release to any individual outside the facility as defined and limited by rule and law.

**Responsive service.** Clients shall have the right to a prompt and reasonable response to their questions and requests.

**Grievances.** Clients shall be encouraged and assisted to voice grievances that may arise. They are encouraged to follow the TSA Grievance Procedures that have been established which includes contact information for outside agencies. Clients have the right to report complaints to their providers licensing board.

**Photographs or Audio/Video Recordings.** Clients have the right to be informed prior to a photograph or audio or video recording being made of the client. The client has the right to refuse to allow any recording or photograph of the client that is not for the purposes of identification or supervision by the agency.

### Additional Rights:

Examine public data on your provider maintained by their board

Be informed of the provider's license status, education, training, and experience

To have access to your records as provided in Minnesota Statutes, sections 144.291 to 144.298

To be informed of the cost of professional services before receiving the services

To know the intended recipients of psychological assessment results

To withdraw consent to release assessment results, unless that right is prohibited by law or court order or is waived by prior written agreement

To a nontechnical description of assessment procedures

To a nontechnical explanation and interpretation of assessment results, unless that right is prohibited by law or court order or is waived by prior written agreement.