

Behavioral Health Wellness Clinic

Client Rights and Responsibilities

You have the right to:

Quality Care

- Be treated with respect and dignity.
- Receive quality care in a safe setting by skilled providers and staff.
- Have your culture, values, beliefs, and preferences respected.

Privacy

- Have personal privacy.
- Refuse to allow photos or recordings of you without explicit, written consent.
- Have your rights protected and respected during any research like activities.

Information

- Know the names and jobs of the people who care for you.
- Be informed of your current health status.
- Receive information in a manner that meets your needs.
- Receive language interpretation service at no cost to you.
- Request a copy of your medical record.

Be informed of services and policies

- Be informed of all services options available to you.
- Receive notice of a transfer or discharge.
- Request a detailed bill with an explanation of that bill upon request.
- Request information about resources to help pay for your care.

Direct your care

- Help decide the plan for your care.
- Take part in your care as desired.
- Refuse care or refuse to consent.

File a grievance

- Have access to protective and advocacy services.
 - Be free from neglect, misuse, verbal, mental, physical, and sexual abuse.
 - Complain without fear of revenge and have your complaints reviewed in a timely manner.
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You have a responsibility to:

Plan and follow a treatment plan

- Actively participate in your care.
- Attend scheduled appointments.
- Call to cancel if you cannot attend a scheduled appointment.
- Tell us about changes in your contact and insurance information in a timely manner.

Be kind

- Conduct yourself in a respectful manner.
- Take responsibility for your actions.
- Be familiar with and observe the rules of the BHWK.

Tell us what we can do better

To share a compliment or address a complaint, please contact: customercontact@anthc.org or (907) 729-3990