



Patient Rights and Responsibilities

Individuals receiving services have both rights and responsibilities. Clients and participants will be educated about their rights and responsibilities in a variety of ways (i.e. written form upon intake documentation, by staff throughout assessment process).

- Patients/Clients have the right to be treated with dignity and respect.
- Patients/Clients have the right to fair treatment, regardless of race, ethnicity, creed, religious belief, sexual orientation, gender, age, health status, or source of payment for care.
- Patients/Clients have the right to have their treatment and other patient information kept private. Only by law may records be released without patient permission.
- Patients/Clients have the right to access care easily and in a timely fashion. 5. Patients/Clients have the right to a candid discussion about all their treatment choices, regardless of cost or coverage by their benefit plan.
- Patients/Clients have the right to share in developing their plan of care.
- Patients/Clients have the right to the delivery of services in a culturally competent manner.
- Patients/Clients have the right to information about the organization, its providers, services, and role in the treatment process.
- Patients/Clients have the right to information about provider work history and training.
- Patients/Clients have the right to information about clinical guidelines used in providing and managing their care.
- Patients/Clients have a right to know about advocacy and community groups and prevention services.
- Patients/Clients have a right to freely file a complaint, grievance, or appeal, and to learn how to do so.
- Patients/Clients have the right to know about laws that relate to their rights and responsibilities.



- Patients/Clients have the right to know of their rights and responsibilities in the treatment process, and to make recommendations regarding the organization's rights and responsibilities policy.
- Patients/Clients have the right to access to information/records in sufficient time to facilitate decision making.
- Patients/Clients have the right to lodge a complaint about professional practices of practitioners through the applicable professional licensing/credential board. Patients/Clients can lodge a complaint with the State Licensing Board of Social Workers, Marriage and Family Therapists, and Professional Counselors
<https://www.dos.pa.gov/ProfessionalLicensing/BoardsCommissions/SocialWorkersMarriageandFamilyTherapistsandProfessionalCounselors/Pages/default.aspx>
- Patients/Clients have the right to freedom from abuse, exploitation, retaliation, humiliation, and neglect.
- Patients/Clients have the right to informed consent or expression of choice regarding release of information, service delivery, composition of service, delivery team, and concurrent services.
- Patients/Clients have the right to information on investigation and resolution of alleged infringement of rights.
- Patients/Clients have the right to receive, provided on request, an accurate and current set of professional credentials of practitioners working with the clients. By signing below, I affirm that I have received and reviewed the patient/client rights policy.

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X _____

(Parent/Guardian/Patient Signature)

Date