

# CLIENT RIGHTS

## COMMUNITY REHAB CARE, INC.

### CLIENT BILL OF RIGHTS AND RESPONSIBILITIES

*Community Rehab Care recognizes and values the rights of all clients, including the rights of their legally designated representative, to maintain independent expression, action, and decision making during their tenure with us. Our goal is to ensure that each client's course of treatment is a positive, rewarding, and effective experience, and one that empowers them to become the best they can be as they are reintegrated back into their community.*

#### **Community Rehab Care clients have the right and/or are expected:**

- To receive impartial access or care regardless of age, race, religion, gender, national origin, payer class, or disability within our capacity and ability to provide such treatment.
- To be involved in, informed and voluntary consent in all decisions relating to the delivery of care while in our clinic program.
- To know the names and roles of clinicians and other staff with whom they may come in contact.
- To be treated with courtesy, dignity, and respect at all times, and with recognition of the cultural, spiritual, and psychosocial values possessed by each client.
- To privacy and confidentiality in all aspects of their care delivery.
- To formulate **advance directives** in accordance with the laws of the Commonwealth of Massachusetts, if they so desire.
- To have access to an interpreter if he/she does not understand the predominant language of the community.
- To obtain complete and current information concerning his/her diagnosis, plan of care, type of treatment, and expected outcome in language that is understandable to the client.
- To confidentiality as it relates to the medical record in particular. No information will be released without the client's express consent (except when the law may require disclosure).
- To have access to the information contained within his/her medical records upon request and within the limits of the law.
- To have full explanation of any research or training program before agreeing to participate, and to refuse participation if he/she wishes.
- To participate in the consideration of any ethical issues that may arise in the course of treatment, and to forward any ethical concerns to the clinic administrator without fear of reprisal.
- To timely and appropriate discharge planning including the participation in the choice of any needed aftercare services.

- To receive appropriate and timely education/training/teaching which shall be integrated throughout his/her program, and which will be communicated in a manner that is understandable to the client.
- To receive an itemized bill upon request along with any explanation that may be needed. Each client also has the right to timely notice prior to their termination of eligibility for reimbursement by their third party payer for the cost of their care.
- To participate in their plan of care along with their family/ significant other.
- To provide the clinic staff with a complete and accurate history, assessment information, list of medications or any other details that concern their health and our ability to provide them.
- To be responsible for following the rules and regulations that apply to client care and conduct, whether in the clinic or in the community.
- To be considerate of the rights of fellow clients and clinic personnel as well as CRC property.
- If desired, to discontinue the program at any time after discussion with their clinical team.

Please communicate any complaint or concern to Ms. Ann Gillespie, CRC Chief Operating Officer, so that she may provide you with-prompt assistance. Under no circumstances shall the registration of a complaint compromise a client's care in any way. All complaints registered will be responded to promptly.