



Counseling with AJ

Clients Rights and Responsibilities

Every Client has rights and responsibilities for care

Participant Rights include:

- You have the right to be treated fairly, with dignity and with respect for your right to privacy.
- You have the right to receive all health care services in a caring, non-judgmental way.
- If you have a communication disability you have the right to receive information in a style that meets your needs.
- You have the right to get health care services in a way that respects your culture. This includes getting you an interpreter if you do not speak English.
- You have the right to take part in all health care decisions. This includes treatment and recovery planning. You also have the right to refuse treatment.
- You have the right to understand any treatment you agree to receive. This is called informed consent.
- You have the right to choose someone to help with care choices.
- You have the right to get a second opinion from a provider at no cost. You can get a second opinion when you:
 - Need more information about a treatment.
 - Think the provider is not providing the right care.
- You have the right to make a complain about the care you are receiving. This is a way to take charge of your recovery. Complaints can be made about your insurance carrier, a provider contacted with your insurance carrier, or anything else about your treatment experience.
- You have the right to choose your providers from your insurance network.
- You have the right to have a psychiatric advanced directive (PAD). A PAD is a legal document you can use to manage your mental health treatment and wellness if you cannot make or communicate decisions about your treatment. A PAD can say which people you do or do not want to make choices for you.
- You have the right to see your own behavioral health treatment records. This is based on federal and Alaska laws and rules. You have the right to restrict who sees those records based on those laws and rules.
- You have the right to ask for and get information about your insurance carrier. This includes its services, its network providers, and how to access them.
- You have the right not to be bothered by either side if a problems come up between your insurance carrier and its network providers.
- You have the right to not be restrained or secluded based on federal or state rules on the use of restraints and seclusion.

Client Responsibilities include:

- You are responsible for providing your insurance carrier and its providers with information needed to provide quality care.
- You are responsible for understanding your health problems to the best of your ability. You are responsible for participating in treatment and recovery goals both you and your care providers agree on.
- You are responsible for following these treatment recovery plans to the best of your ability. You must let providers know if changes are needed.
- You are responsible for keeping, changing or canceling appointments instead of not showing up.