

PEACE Counseling
7780 49th Street N. ♦ Pinellas Park, FL 33781

CLIENT RIGHTS AND RESPONSIBILITIES

Florida law requires that your health care provider or health care facility recognize your rights while you are receiving medical care and that you respect the health care provider's or health care facility's right to expect certain behavior on the part of clients. A summary of your rights and responsibilities follows:

Client Rights:

- A client has the right to know about rights and responsibilities in the treatment process.
- A client has the right to be treated with courtesy and respect, with appreciation of his or her individual dignity, and with protection of his or her need for privacy.
- A client has the right to fair treatment and access to treatment or accommodations, regardless of race, national origin, religion, handicap, or source of payment.
- A client has the right to a prompt and reasonable response to questions and requests.
- A client has the right to easy access to timely care.
- A client has the right to know about the insurance plan, who is providing services and who is responsible for his or her care.
- A client has the right to know about the provider's qualifications, including work history and training.
- A client has the right to request certain preferences in a provider.
- A client has the right to receive services in a language he or she can understand and know what client support services are available, such as an interpreter if he or she does not speak English.
- A client has the right to know what rules and regulations apply to his or her conduct.
- A client has the right to be given a clear explanation concerning diagnosis, planned course of treatment, alternative options, risks, and prognosis.
- A client has the right to know about treatment options regardless of cost or coverage by benefit plan.
- A client has the right to share in developing the plan of treatment.
- A client has the right to know about clinical guidelines used in providing and managing care.
- A client has the right to have the provider make decisions about care without regard to financial incentive.
- A client has the right to refuse any treatment, except as otherwise provided by law.
- A client has the right to know about advocacy, community groups and prevention services.
- A client has the right to receive services that do not jeopardize employment.
- A client has the right to treatment for any emergency medical condition that will deteriorate from failure to provide treatment.
- A client has the right to give input on the Rights and Responsibilities policy.
- A client has the right to file a complaint regarding any violation of his or her rights, as stated in Florida law, through the grievance procedure of the health care provider or health care facility which served him or her and to the appropriate state licensing agency. A grievance form is available by request from your service provider.

Client Responsibilities:

- A client is responsible for treating the provider with dignity and respect.
- A client is responsible for providing to the provider, to the best of his or her knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to his or her health.
- A client is responsible for reporting unexpected changes in his or her condition or medications to the provider, including medications given to him or her by others.

Rights and Responsibilities

- A client is responsible for asking questions about treatment and reporting to the provider whether he or she understands the treatment plan and what is expected of him or her.
- A client is responsible for following the treatment plan that is agreed upon by the client and provider.
- A client is responsible to follow the agreed upon medication plan (if applicable).
- A client is responsible for letting their provider know if the treatment plan isn't working.
- A client is responsible for keeping appointments and, when he or she is unable to do so for any reason, for calling the provider as soon as there is a need to cancel.
- A client is responsible for his or her actions if he or she refuses treatment or does not follow the provider's instructions.
- A client is responsible for following health care facility rules and regulations affecting client care and conduct.
- A client is responsible for paying any required fees and letting the provider know about any problem paying those fees.
- A client is responsible for reporting abuse or fraud.
- A client is responsible to openly report concerns about the quality of care received.