



Statement of Client Rights and Responsibilities

Client Rights

As a client, you will be granted the right to:

1. Be treated at all times with respect and courtesy.
2. Receive treatment in a setting with the highest degree of privacy possible.
3. Receive services without being discriminated against on the basis of HIV infection or other diagnoses, race, creed, color, age, sex, gender, marital or parental status, sexual orientation, gender orientation, religion, ancestry, national origin, physical or mental disability (including substance abuse), marital or parental status, immigrant status, political affiliation or belief, ex-offender status, unfavorable military discharge, membership in activist organization, or any basis prohibited by law.
4. Access all information from the health care providers about current FDA approved or other proven HIV/AIDS treatments and about HIV-related social and support services.
5. Know the names, titles, specialties, and affiliations of all service providers, and anyone else, involved in your care.
6. Know about the service provider's rules and regulations about the care you receive.
7. Have any biases or conflicts of interest that the service provider may have revealed. You must be advised of the risk and benefits of any proposed treatment considered to be experimental.
8. Receive information that is easily understood and sensitive to your background, culture, and orientation.
9. Be involved in and make decisions about your plan of care prior to the start of and during the course of service. You have the right to renegotiate the care plan at any time.
10. Access all services, provided that the service is currently available and all program guidelines, including eligibility requirements, have been met.
11. Refuse any service. The client may change his or her mind after refusing service without affecting ongoing care.
12. Receive an explanation of any service fees and to obtain a copy of how eligibility was determined.
13. Freely voice complaints and suggest changes without retaliation. You must be informed of the service provider's grievance process for resolving problems. You have the right to receive a timely response to a grievance.
14. Have your information and records kept confidential, except when allowed by federal and state guidelines.
15. Have access to treatment records as allowed by federal and state guidelines. You will be provided with copies of your records as allowed by law, at a fair cost and within the timeline established by each service provider. (Please see the Ryan White Notice of Privacy Practices for more information about access to and disclosure of your records).
16. Continuous care whenever possible. You have the right to appropriate referrals, based on eligibility and availability, to another service provider for treatment as outlined in your care plan.



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Client Responsibilities

As a client, you have the responsibility to:

1. Treat all services providers with respect and courtesy.
2. Give correct and complete information to the service provider about your health status and other information related to your care.
3. Give immediate notification of any changes in residency, employment, insurance and/or financial status.
4. Reveal the availability or use of other payment sources, treatment medications, and health or social service providers.
5. Give all necessary documentation to the service provider to help determine eligibility for Ryan White Services.
6. Seek facts and ask questions about the risks, benefits, and financial aspects of a service or treatment.
7. Follow the agreed upon care plan. You are responsible for the results if you choose not to follow professional advice or do not follow the instructions of an agreed upon treatment plan.
8. Keep your appointments. You have the responsibility of canceling and/or rescheduling with the service provider in a timely manner when an appointment cannot be kept.
9. State financial burdens related to your care plan before receiving health and/or social services. It is your responsibility to provide accurate information about payment sources. You are responsible for asking for reimbursement forms to ensure financial burdens may be adequately addressed with your service provider.
10. Follow the rules and regulations of the service providers.
11. Be respectful of the rights, property, and confidentiality of others.
12. Voice individual complaints and requests for change in an appropriate and timely manner through the service provider's grievance process.