

Clients' Bill of Rights



- 1.** Clients have the right to healthcare that is accessible and meets professional standards.
- 2.** Clients have the right to courteous and individualized healthcare that is equitable, humane, and given without discrimination as to race, color, national origin, language, religion, sex, gender identity, gender expression, sexual orientation, disability, age, marital status, source of payment, income, level of education, or ethical or political beliefs.
- 3.** Clients have the right to information about their diagnosis, prognosis, and treatment—including alternatives to care and risks involved—in terms they and their families can readily understand, so that they can give their informed consent.
- 4.** Clients have the legal right to informed participation in all decisions concerning their healthcare and the right to refuse treatment, to the extent permitted by law, and to be informed of the medical consequences of their actions.
- 5.** Clients have the right to information about the qualifications, names, and titles of personnel responsible for providing their healthcare.
- 6.** Clients have the right to refuse observation by those not directly involved in their care.
- 7.** Clients have the right to privacy during their interview, examination, and treatment.
- 8.** Clients have the right to privacy in communicating and visiting with staff.
- 9.** Clients have the right to refuse treatments, medication, or participation in research and experimentation, without punitive action being taken against them.
- 10.** Clients have the right to coordination and continuity of healthcare.
- 11.** Clients have the right to appropriate instruction or education from healthcare personnel so that they can achieve an optimal level of wellness and an understanding of their basic health needs.
- 12.** Clients have the right to confidentiality of all records (except as otherwise provided for by law or third-party payer contracts) and all communications, written or oral, between clients and healthcare providers.
- 13.** Clients have the right to examine and receive an explanation of their bill regardless of source of payment.
- 14.** Clients have the right to know what rules and regulations apply to their conduct as a client.