



## Rights of Persons Served

CA persons served enjoy the right to treatment without regard to age, gender, social supports, cultural orientation, psychological characteristics, sexual orientation, physical situation or spiritual beliefs.

The right to receive competent and professional services by a treatment team trained and credentialed in appropriate behavioral healthcare disciplines.

The right to considerate, respectful care, and to be treated by professionals who adhere to the highest ethical standards for the delivery of behavioral healthcare services.

The right to receive individualized treatment in a safe, comfortable and accessible environment.

The right to receive treatment/services in an atmosphere that is free from physical, psychological, emotional, and fiduciary abuse including sexual abuse or harassment, physical punishment, neglect, humiliation, threats and exploitation of any kind.

The right to access records or information in a timely manner as appropriate.

The right to actively participate in and understand the plan for treatment and discharge.

The right to receive all necessary information in order to give informed consent prior to treatment regarding service delivery, releases of information, concurrent services, and treatment team members.

The right to every consideration of privacy regarding treatment.

The right to expect that all communication and treatment records will be kept confidential to the extent permitted by law.

No person served identifying information will be disclosed through any marketing efforts.

The right to refuse treatment to the extent permitted by law.

The right to expect reasonable continuity of care including the name of the primary care provider.

The right to receive treatment in the least restrictive setting.

The right to be informed of what will be expected of you during your treatment.

The right to examine and receive an explanation of all charges regardless of source of payment.

The right to request a review of fee or eligibility criteria.

The right to file a grievance to address concerns regarding services received or infringement of rights and have these grievances resolved.

The right to report problems or concerns without fear of retaliation.

The right to have family members or other persons of your choice involved in the treatment process.

The right to access or seek a referral to legal representation, self help support groups or Advocacy Services at Disability Rights by calling 1.501.296.1775

*Note: Individual programs/services have additional information regarding the rights of persons served which apply to specific programs administered by Counseling Associates. For specific questions about confidentiality issues, contact your Intervention Specialist or therapist. See also HIPAA Notice of Privacy Practices.*