

NYFS Client Rights and Responsibilities

Client Rights:

1. The client has the right to be treated with consideration and respect for their privacy and dignity.
2. The client has the right to expect that, within its capacity, NYFS will make a reasonable response to client's request for services and provide services that will enable patients to achieve their highest level of functioning.
3. The client has the right to expect that the therapist, upon request, will provide information regarding their background and competencies to provide clinical services. The client has the right to expect that the therapist will follow NYFS procedures in the delivery of services, be on time for appointments, be able to meet with the client on a regular basis, return phone calls in a reasonable timeframe and refer the client when they are unable to help the client.
4. The client has the right to receive from their therapist information necessary to give informed consent to treatment prior to the start of any procedures and/or treatment.
5. The client has the right to refuse treatment to the extent permitted by law, and to be informed of the psychological or medical consequences of their action. If the client is court ordered to treatment, the client has the right to know the consequences of refusing treatment.
6. The client has the right to obtain from their therapist complete and current information concerning their diagnosis, treatment and prognosis in terms the client can reasonably be expected to understand.
7. The client has the right to participate in the development of the goals of treatment, including the right to information on treatment alternatives, the therapist's recommendations for treatment, and the expected length, cost and outcome of treatment and the right to agree to the established plan.
8. The client has the right to be free from maltreatment by staff, including restraints.
9. The client has the right to expect that all communications and records pertaining to their care and treatment will be regarded as private.
10. The client has the right to have access to their clinical and financial records. Access means the right to see the record at no cost within five days of the request for access, and to have a copy of the record or portions of the record at the cost of \$.10 (ten cents) per page. Access to record may be restricted to times when an NYFS staff person is available to assist the client in reviewing the record.
11. The client has the right to examine and receive an explanation of their bill for services rendered, regardless of source of payment.
12. The client has the right to be advised if NYFS proposes to engage in or perform any human research or experimentation affecting his or her care and treatment. The client has the right to refuse to participate in any research or experimentation without this decision affecting their status as a client.
13. The client has the right to access rights protection and advocacy services to understand, exercise and protect these rights.
14. The client has the right to be free from discrimination based on age, race, color, creed, religion, national origin, gender, marital status, disability, sexual orientation, and status with regard to public assistance. This includes following the Minnesota Human Rights Act, chapter 363 A .
15. The client has the right to refuse photograph, audio or video recordings being made of them. Prior to any photograph, audio or video recording being made client, and or representative will give consent.

16. If any of these rights are restricted the approval of a mental health professional will be documented in the client's file. This approval will include the reasons for restrictions.

Client Grievances:

If a client feels any of these rights have been violated the client has the right to file a grievance, either in person or in writing, with NYFS' Director of Mental Health.

A client may also contact the Minnesota Department of Human Services, Licensing Division at 651-431-6600; The Office of Ombudsman for Mental Health and Developmental Disabilities at 651-757-1800; the Department of Health Office of Health Facilities Complaints at 651-201-4200 and all applicable health-related licensing boards.

Client Responsibilities:

1. To be an active participant in the treatment or goal plan.
2. To give 24-hour notice if an appointment cannot be kept.
3. To respect the privacy rights of other persons served by Northeast Youth and Family Services.
4. To follow all health and safety standards put in place by NYFS.

NYFS requests that any changes to your symptoms, treatment needs, financial situation, or other barriers to care be shared with your provider team so we can collaboratively seek solutions.

Print Name

Date

Patient or Personal Representative's Signature

Relationship of Representative

Clinical Operation 2023- Client RRs