

KW Counseling Services, LLC
Client Rights & Responsibilities

Clients have the right to be treated with personal dignity and respect.

Clients have the right to care that is considerate and respects member's personal values and belief system.

Clients have the right to personal privacy and confidentiality of information.

Clients have the right to receive information about managed care company's services, practitioners, clinical guidelines, and client rights and responsibilities.

Clients have the right to reasonable access to care, regardless of race, religion, gender, ethnicity, age, or disability.

Clients have the right to participate in an informed way in the decision making process regarding their treatment planning.

Clients have the right to discuss with their providers the necessary treatment options for their condition.

Clients have the responsibility to follow their agreed upon treatment plan and instructions for care.

Clients have the responsibility to participate, to the degree possible, in understanding their behavioral health problems and developing with their provider mutually agreed upon treatment goals.

Clients have the right of members' families to participate in treatment planning as well as the right of members over 12 years old to participate in such planning.

Clients have the right to individualized treatment, including:

Adequate and humane services, an individualized treatment or program plan, periodic review of the treatment or program plan, and competent, qualified, and experienced professional clinicians to supervise and carry out the treatment plan.

Clients have the right to participate in the consideration of ethical issues that arise in the provision of care and services, including resolving conflict.

Clients have the right to designate a surrogate decision-maker if the member is incapable of understanding a proposed treatment or procedure or is unable to communicate his or her wishes regarding care.

Clients and their families have the right to be informed of their rights in a language they understand.

Clients have the right to voice complaints or appeals about managed care company or the care provider.

Clients have the right to make recommendations regarding managed care company rights and responsibilities policies.

Clients have the responsibility to give their provider and managed care company information needed in order to receive care.

Client Signature _____ **Date** _____