



Client Rights and Responsibilities

YOUR RIGHTS:

1. You have the right to receive services in our clinic: regardless of race, religion, national origin, gender, sexual orientation, handicap, or ability to pay.
2. You have the right to be treated with respect and dignity.
3. You have the right to receive the best possible care and have all options for care explained to you.
4. You have the right to privacy.
5. You have the right to discuss any questions or problems you may have about your care provider.
6. You have the right to refuse any services you do not want or do not understand.
7. You have the right to make a complaint if you are not satisfied with your care.

YOUR RIGHT TO CONFIDENTIAL SERVICES:

1. You have the right to confidential services.
2. You have the right to confidential services without a parental consent for these services:
 - a) Limited Behavioral Health services for students aged 14 and older
 - b) Sexual and Reproductive Health Services (Note: birth control devices and prescriptions, abortions and abortion referrals are restricted services and not provided).
 - c) Substance abuse screening, brief intervention, and referral for treatment.
3. You have the right to authorize or refuse the release of confidential information unless law requires otherwise.*
4. Confidentiality may be broken when we are concerned about your safety or the safety of others.

*If you are under age 18, parents and legal guardians do have the right to see your record, except for information identified as confidential above. When we receive a request from a parent or guardian to view your record, we will meet with you first and will also be available to review the information together with you and your parent/legal guardian.

School staff may be notified of the time you are with us for your appointment if this information is needed for attendance purposes.

YOUR RESPONSIBILITIES:

You are responsible for:

1. Participating in the development of your individual treatment plan.
2. Working towards your treatment goals and objectives.
3. Treating program staff with respect.
4. Showing respect and privacy for others using health center services.
5. Asking questions about anything you don't understand.
6. Telling program staff about any changes in your health.
7. Arriving on time for your appointments.
8. Informing staff if you can't make an appointment.
9. Giving us the correct information about your insurance, address, name, or phone number. If any of this information changes, you are responsible to tell the health center.
10. Asking any questions if you do not understand any information given to you in writing or verbally.

If you feel your rights have been violated, please inform the School-Based Program Manager: cdettloff@alconahc.org