



Clients Rights, Responsibilities, and Organizational Ethics

Client Rights: Behavior Network respects the following list of client rights. This list shall include, but not limited to the client's rights:

- Equal rights without regard to sex or culture, economic, educational or religious background.
- Considerate and Respectful care including the appropriate assessment and treatment delivery.
- Knowledge of the providers delivering services and/or coordinating care.
- Receive information about the client's course of treatment including assessment results, plan of care and proposed treatment or procedures.
- Participation in decisions regarding client's treatment and services; including the right to refuse services.
- Full consideration of privacy concerning client medical and treatment history. Case discussion/consultation, assessment and treatment are confidential and should be conducted discretely. The client family has the right to be advised as to the reason for the presence of any individual.
- Confidential treatment of all communications and records pertaining to client care. Written permission from client family shall be obtained before medical or treatment records can be made available to anyone not directly concerned with client care.
- Reasonable continuity of care and to know in advance the time of appointments.
- Be advised and offered right to refuse participation in any research projects.
- Examine and receive an explanation of invoices regardless of source of payment.
- All service providers associated with Behavior Network shall observe these patient's rights.

Client Family Responsibilities: The care a client receives depends on the level of family support and information provided. Therefore, in addition to these rights, clients have certain responsibilities as well. These responsibilities are presented to the client family in the spirit of mutual trust and respect.

- Client family has the responsibility to provide accurate and complete information concerning present complaints, past medical/behavioral and treatment history and other matters relating to client progress.
- Client family has the responsibility to make providers aware if course of treatment is not understood or expectations are unclear.
- Client family is responsible for following the treatment plan and progress and facilitating opportunities for the client to exercise new skills in their natural settings.
- Client family is responsible for keeping appointments and notifying providers when they are unable to.
- Client family is responsible for assuring the financial obligations of care are fulfilled as promptly as possible.
- Client family is responsible for being considerate of rights of providers which includes refraining from use of foul language and abuse, threatening, or disruptive behavior.

Organizational Ethics: Behavior Network operates under a code of conduct which ensures that all associated providers are committed to conducting their activities in accordance with the highest level of business ethics, and in compliance with all applicable state and federal laws and regulations.