



## Client Bill Of Rights

As a client receiving mental health services, you are entitled to the following rights. These rights are designed to protect your safety, dignity, and autonomy throughout the course of your treatment.

### 1. Right to Be Informed of Your Rights

At the start of services, you will be informed of your legal rights and provided with written information outlining these protections.

### 2. Right to Respectful and Culturally Responsive Care

You have the right to be treated with courtesy, dignity, and respect. Your individuality—including cultural, social, religious, and psychological needs—will be considered in all aspects of your care.

### 3. Right to Privacy and Confidentiality

Your privacy is protected. Information about your participation in services will not be shared without your written consent, except as allowed or required by law. Your case may be discussed with another provider at Eclectic specifically for clinical consultation in order to ensure quality care.

### 4. Right to Understand Your Treatment

You have the right to complete and understandable information about your diagnosis, treatment, and expected outcomes. Reasonable accommodations will be made for communication impairments or language needs.

### 5. Right to Know Your Provider

You have the right to know the name, role, and credentials of your mental health provider. You may request information about available services, treatment goals, program expectations, and estimated charges.

### 6. Right to Continuity of Care

You have the right to expect reasonable continuity and coordination of care throughout your treatment.

### 7. Right to Participate in Treatment Planning

You have the right to actively participate in developing your treatment plan, to ask questions, and to request modifications. You also have the right to refuse recommended services or treatment (unless required by court order). You may invite a family member or chosen representative to be involved in treatment planning if desired.

### 8. Right Not to Perform Non-Therapeutic Labor

You will not be required to perform work or services for the provider unless it is clearly part of your therapeutic treatment plan and documented in your medical record.

### 9. Right to Safety and Freedom from Maltreatment

You have the right to be free from mental, emotional, or physical maltreatment. You will not be subjected to non-therapeutic physical or chemical restraints. Restraints are used only in emergency situations or as legally authorized for safety reasons and for a limited period of time.

### 10. Right to Advocacy and Communication

You have the right to communicate privately with individuals of your choice regarding rights protection, support, or advocacy services.

### 11. Right to Timely Responses

You have the right to a prompt and reasonable response to your questions, concerns, and requests.