CHRISTIAN FAMILY CARE

HIPAA
Available in Spanish

POLICY NUMBER: **3.7**

SERVICE APPLICABLE TO: All

Policy Topic: **CLIENT RIGHTS**

Purpose: To ensure that client rights are defined, that clients are informed of these rights, and that these rights are respected and protected by Christian Family Care (CFC).

Policy: CFC is committed to providing effective professional services to its clientele, and to refrain from discrimination based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis. These rights include but are not limited to the following (taken from Arizona Administrative Code 9 A.A.C. 10, Article 19, R9-10-1907):

- To receive services/counseling that supports and respects the patient's individuality, choices, strengths, and abilities;
- To receive privacy during counseling;
- To review, upon written request, the patient's own medical record according to A.R.S. §§ 12-2293, 12-2294, and 12-2294.01;
- To receive a referral to another health care institution if the counseling facility is not authorized or not able to provide behavioral health services needed by the patient;
- To participate or have the patient's representative participate in the development of, or decisions concerning, the counseling provided to the patient:
- To participate or refuse to participate in research or experimental treatment; and
- To receive assistance from a family member, the patient's representative, or other individual in understanding, protecting, or exercising the patient's rights.
- Other rights, as described in CFC Policies, Procedures, and statutory guidelines, unless such rights have been limited by statute or court order.
- In addition, CFC prohibits any form of harassment and violence within the treatment/service setting with staff or any other service recipients. Service recipients initiating any form of harassment or violent acts toward providers or other service recipients may be referred for services outside of CFC which better serve their treatment/service needs.

Clients have the right to self-determination and to notify CFC of any advanced directives per the Patient Self-Determination Act of 1990. The CFC Client Information Packet notifies each counseling client of this right.

PROCEDURES:

1. Clients of CFC are made aware of CFC's Client's Rights and Client Grievance Procedures through the receipt of the client information packet. The statement indicating the client has been made aware of their rights shall be maintained in the client's service file on CFC.
2. CFC staff are made aware of the current Client's Rights Policy (Pol 3.7) by their immediate supervisor and documented on the new employee program checklist at the time they are hired.
3. A copy of the Client's Rights and Client Grievance Procedure shall be posted in the hallway or waiting room of each service location, along with copies of CFC's operating licenses.
4. A copy of the Client's Rights shall be made available to the client in their native language or through the services of an interpreter.

Also refer to:
CFC Policy 3.8 – Right to Refuse Service/Treatment
CFC Policy 3.9 – Client Grievances
CFC Policy 3.11 – Confidentiality
CFC Policy 3.18 – Supervision
CFC Policy 4.4 – Release of Confidential Information
CFC Policy 3.7 – Available in Spanish
CFC Client Information Packet
CFC Clients Rights One Page Form
CFC Client Grievances One Page Form
CFC Notice of Privacy Practices
CFC CLAS Standards

Patient Self Determination Act of 1990

COA Cross Reference: CR 1; CR 2

PROCEDURAL APPROVAL: _____ *DATE:* 9.18.24