



## **PDG Therapeutics Client Rights**

A copy of these Rights will be given to each client upon beginning services. The client should read the information and understand all rights stated. Each client will sign a statement verifying that s/he understands the document, and this statement will be kept in the client's record. If a client is unable to read, an advocate of the client's choice will read the information to the client.

These are the rights clients have about their participation in the services and programs of the agency.

**FREEDOM FROM DISCRIMINATION:** No client may be discriminated against because of race, religion, national origin, mental or physical disability, sex, age, or any other reason. Everyone has the right to equal treatment, access to services and programs, and due process in all regards.

**CONFIDENTIALITY:** All clients possess the right to have confidentiality regarding their own situation. All information pertaining to a client remains confidential, including only those persons directly involved in the client's rehabilitation and/or treatment. Written permission must be obtained from the client before any written material is released from the client's record. Consumers may request specific portions of his or her own record, in writing, however a fee may apply.

**SERVICES/TREATMENT:** All clients possess the rights to participate in and have equal access to all services/treatment for which they qualify, and receive said services/treatment according to State of Maryland regulations. Consumers will be given access to all pertinent information to facilitate his or her own decision making, and clients will retain the right to refuse services or make other choices regarding his or her service delivery, including choice regarding the service delivery team and participation in concurrent services.

**RESPECT:** All clients have the right to:

- Receive services/treatment in a safe, clean and comfortable environment.
- Be treated courteously and professionally by PDG staff at all times.
- Receive services that meet their needs.
- Receive services in accordance with their treatment plans.
- Have a current, written treatment plan based on each client's assessed need.
- Participate in the development of the treatment plan.
- Be informed of progress and condition.
- Refuse participation in physically or mentally intrusive research.
- Be told the name, title, and role of all staff directly responsible for care and treatment.
- Be fully apprised of all fees involved in therapeutic services.

**FREEDOM FROM HARASSMENT:** All clients have the right to freedom from mental, physical, and verbal harassment and/or abuse. This includes freedom from physical and chemical restraints of any kind. Consumers have a right to freedom from any form of humiliation or neglect.

**FREEDOM FROM EXPLOITATION:** All clients have the right to freedom from any form of exploitation, including financial.

**REFERRAL ACCESS:** All clients will have access to referral to additional services as needed, including but not limited to: legal entities for appropriate representation, self-help support, advocacy services, or other services necessary to meet the client's needs but not offered by PDG.

If the client feels at any time that these rights are not being upheld, he or she should follow the grievance procedure as outlined in the "Grievance Procedure" document.

### **Your Information. Your Rights. Our Responsibilities.**

This notice of privacy policy is effective as of May 1st, 2016.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**