

VERA FRENCH COMMUNITY MENTAL HEALTH CENTER
Client Rights and Responsibilities

At Vera French Community Mental Health Center, we strive to provide high-quality services that recognize the experiences, values, and needs of the individuals we serve. We believe that a **partnership** between providers and clients is the best way to achieve optimal benefits. Understanding your rights and responsibilities as a client of Vera French is central to this partnership.

Your rights include:

- You have the right to receive services in accordance with standards of professional practice, which are appropriate to your needs, and designed to give you opportunity for improvement.
- You have the right to participate in the development of your plan for treatment and make decisions about your treatment. We believe it is important for you to understand what services are being recommended in order for you to obtain the most benefit from treatment. You have a right to an explanation of any treatment prescribed, the reason for such treatment, and any known risks associated with such treatment. You have a right to discuss and seek alternatives to treatment. You and/or your legal guardian have a right to ask questions and have them satisfactorily answered.
- To receive services in a manner that is non-coercive and protects your right to self. You have the right -determination
- The risks of therapy service is that you may discuss topics that may make you uncomfortable, you may feel worse before you feel better, you may not be able to resolve the problem, or it may take a long time to see results.
- You have the right to select practitioners of your choice, within VFCMHC's ability and resources to provide another appropriately trained provider, and as authorized by your health plan. You have the right to choose a provider outside of your health plan at your expense.
- You have the right to refuse any service, treatment, or medication, unless mandated by law or court order. You have the right to terminate your services at any time, unless ordered by the court.
- You have the right to humane care and protection from harm or abuse, and to be treated with respect and dignity by the employees of VFCMHC.
- You have the right to non-discrimination. No person shall, on the grounds of race, color, religion, creed, sex, gender identity or sexual orientation, national origin or ancestry, age, mental or physical disability, marital status and familial status be denied services or otherwise be discriminated against. You have the right to receive services that are respectful or, and responsive to, cultural and linguistic differences. You have the right to consistent enforcement of program rules and expectations.
- You have the right to confidentiality. Your records and information collected at VFCMHC will be held and released in accordance with federal and state laws regarding confidentiality. You have the right to understand that certain information may be released as certain laws require your provider to report cases in which there exists a compelling danger to yourself or others, and to report all cases of suspected abuse or neglect of minors or vulnerable adults. Your records may also be subject to an audit by various governing bodies.
- You have the right to make a complaint or file a grievance in accordance with the grievance procedure. You may request a copy of this procedure from your provider or by calling the Chief Operating Officer at 563-383-1900.
- You, or your legal representative, have the right to access to your records, in accordance with state and federal laws and regulations.

Your responsibilities:

- You have the responsibility to provide information that is needed in order to provide services, including adequate clinical, insurance, financial, and demographic information, and to keep VFCMHC informed of any changes in this information.
- You have the responsibility to keep your appointments or cancel in a timely manner. We require at least 24-hour notice. This allows the opportunity for others who may be waiting for services to use that time. *We reserve the right to end your treatment at VFCMHC for non-attendance of your scheduled appointments.*
- You have the responsibility to cooperate with and participate in your treatment. This includes following the plan you developed with your provider (including any crisis plan), working on your goals, communicating changes in your treatment needs to your provider, and following instructions for care.
- You have the responsibility to respect the confidentiality of other clients.
- You have the responsibility of making sure payments for services are made in a timely manner and working with the business office to set up a payment plan for the non-covered services you receive.
- You have the responsibility to treat VFCMHC staff and other clients with courtesy and respect.

Services are available as listed below by location:

Vera French Clinic at Central Park:

Monday: 8a-7p
Tuesday: 8a-7p
Wednesday: 8a-5p
Thursday: 8a-7p
Friday: 8a-5p

Vera French Clinic at Duck Creek:

Monday: 8a-7p
Tuesday: 8a-7p
Wednesday: 8a-7p
Thursday: 8a-7p
Friday: 8a-12p

Carol Center:

Monday-Friday 8a-4p

Crisis Stabilization Center:

24/7

Vera French Residential Facilities 24/7

Pine Meadows and Sheridan Springs

Pine Meadows: RCF utilizes a separate Client Rights and Responsibilities
24/7 RCF utilizes a separate Client Rights and Responsibilities