



Client Rights and Responsibilities

As a recipient of behavioral health services, you and/or your child have the right to the following client rights and to receive a written copy of the client rights. These rights are documented in the Arizona Administrative Code, Title 9, Chapter 21 and Arizona Department of Health Services Article 17. The rules apply to people receiving services in the public behavioral health system in the State of Arizona. All clients will be treated with dignity, respect, and consideration.

Clients will not be subjected to:

- Abuse;
- Neglect;
- Exploitation;
- Coercion;
- Manipulation;
- Sexual abuse;
- Sexual assault;
- Restraint or seclusion
- Retaliation for submitting a complaint to the Department or another entity;
- Misappropriation of personal and private property by BlueSprig, employee, volunteer or patient's representative.

PROCESS

Upon admission, the client will review all client rights and receive a written copy that will be attached in the client medical record.

A copy of these rights will also be conspicuously posted and available for review.

A client has the right to behavioral health or community services under conditions that support the person's personal liberty to the fullest extent possible, and from a system that is flexible enough to respond to the person's individual needs by changing, increasing or decreasing services as those needs change.

The intake staff will also notify the client about healthcare directives and the patient complaint process.

Consent to photograph will also be reviewed at intake and stored in the client medical record.

PROVISION OF SERVICES

Services must be provided in a way that:

1. Preserves the person's human dignity;
2. Respects individuality, ability, strengths, need and aspiration without regard to psychiatric condition (providers must treat you like an individual and not like everyone else);
3. Encourages self-determination, freedom of choice, and participation in treatment to the fullest extent possible (your services should promote empowerment and recovery, not dependence);
4. Ensures freedom from discomfort, distress and deprivation that might come from an unresponsive and inhumane environment (service settings and providers should not be inhumane, nor should they ignore your needs);
5. Promotes privacy, including your right to confidentiality of records and information;
6. Offers humane and adequate support and treatment that is responsive to the person's needs and capable of adjusting to those changing needs (services should be adequate and adaptable to what the client needs, as needs change);
7. Provides opportunities to receive services that are adequate, appropriate, and consistent with the client's individual needs, choices, strengths, abilities and least restrictive of freedom;
8. The client receives treatment and services that are culturally sensitive in structure, process and content;
9. The client receives services on a voluntary basis to the maximum extent possible and entirely if possible;
10. Engages in activities and styles of living that encourage and maximizes integration into the community, consistent with the person's interests.

CLIENT RIGHTS

The client or client's representative:

A client has the right to:

1. Not be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
2. Receive counseling that supports and respects their individuality, choices, strengths and abilities.
3. To receive privacy during counseling.



4. To review records upon request according to A. R. S. 12 –2293,12-2294 and 12 –2294.01
5. Receive assistance from a family member, the patient's representative or other individual in understanding, protecting or exercising the patient's rights and in the development of, or decisions concerning, the counseling provided to the client.
6. Receive a referral to another health care institution if services are not authorized or if BlueSprig is not able to provide services needed by the patient.
7. Participate in service planning, including participation in the development and revision of one's individual service plan or decisions concerning treatment;
8. Be provided with a reasonable explanation of all aspects of one's condition and treatment;
9. Give informed consent to all behavioral health services;
10. Refuse consent to behavioral health services and withdraw consent at any time;
11. Refuse to participate in experimental treatment unless they give voluntary, written informed consent;
12. Any protections associated with participation in such experimental treatment, and the right to revoke that consent;

The right to:

1. A humane treatment environment that provides protection from harm, allows appropriate privacy, and ensures freedom from verbal or physical abuse;
2. Be told of any charges for services, before those services are administered;
3. Programs that offer different levels of intensity of services that can meet the individual needs of each person;
4. Provision of community services in the most normal and least restrictive setting, appropriate to the person's needs;
5. A written individualized service plan;
6. Participate in treatment decisions and in the development and implementation of the person's individualized service plan;
7. Participate in choosing the type and location of services, consistent with the Plan.
8. File grievances, and to have an advocate or other designated representative help in developing service plans and filing grievances;
9. Be informed of Blue Sprig's advance health care directives policy.

10. Consent to photographs of the client before they are photographed.
11. Except as otherwise permitted by law, provides written consent for the release of information.

If abuse, neglect, or exploitation of a patient is alleged or suspected to have occurred before the patient was admitted or while the patient is not on the premises and not receiving services from an outpatient treatment center's employee or personnel member, an administrator shall report the alleged or suspected abuse, neglect, or exploitation of the client.