



Individual Dignity

1. The individual dignity of a client must be respected at all times and through all occasions.
2. Each client retains rights to privacy to be respected regardless of economic status or source of payment. The right to privacy is balanced in order to provide adequate care and services.
3. Prompt and reasonable responses to questions or requests are expected by BlueSprig staff from both the client/caregiver and other healthcare providers.
4. The use of personal possessions is permitted and limited only by space, presents a safety risk, presents a risk for others in the center, or cannot be reasonably accommodated.

Client Non-Discrimination

Discrimination and/or harassment of BlueSprig clients and caregivers is prohibited and will not be tolerated. BlueSprig will provide equitable services without discrimination against, or harassment of, any person on the basis of race, color, national origin, language, religion, sex, age, disability, citizenship, culture, relationship status, sexual orientation, gender expression or gender identity, socioeconomic status, payor or other non-clinical factor or any other characteristic protected by federal or state law.

Information

1. Client/caregiver has the right to know the name, function, and qualifications of each provider of services pertaining to the client. The client/caregiver may request such information from the center location.
2. For center-based services, the client/caregiver has the right to know what support services are available through the center location.
3. Information concerning the client's diagnosis, course of treatment, alternatives, risks, and prognosis, unless medically inadvisable to share with the client, must be presented to the client or healthcare representative. The client/caregiver has the right to refuse this information.
4. The client or representative has the right to refuse care. BlueSprig will document any such refusal in the electronic client record.
5. Complaints or grievances may be expressed to any BlueSprig center, the parent company, or any appropriate licensing or credentialing body regarding alleged violations of client rights. The procedure for expressing a grievance must be outlined for the client/caregiver.
6. If a client/caregiver does not speak English, the client/caregiver has the right to be provided an interpreter when receiving medical services if the center has a person readily available who can interpret on behalf of the client.
7. A client/caregiver may decline to answer or provide information regarding ownership of a firearm or the presence in the domicile of the client or family member. The client/caregiver's decision not to answer a question related to presence or ownership of a firearm does not alter existing law regarding the right to choose clients.
8. BlueSprig may not discriminate against a client based solely on the client/caregiver's exercise of the constitutional right to own and possess firearms or ammunition.

Client Bill of Rights

Financial Information and Disclosure

1. A client/caregiver has the right to be provided information or necessary counseling on the availability of known financial resources for relevant healthcare.
2. A schedule of charges for medical services provided and offered to clients must include prices charged to an uninsured person paying for such services by cash, check, credit card, or debit card. The schedule is to be available, upon request, before the provision of services and may include a reasonable estimate of charges for defined services. Reasonable estimates, if provided, are to be written in clear to understand language. This does not preclude BlueSprig from exceeding the estimate or making additional charges based on changes in the client's condition or treatment needs.
3. If at the time of service, a discount or charity policy exists for uninsured BlueSprig clients, eligibility should be communicated. [Note that no such charity policy for new BlueSprig clients exists as of the inception of this policy.]
4. Client/caregiver maintains the right to receive a copy of itemized statement or bill, upon request and the right to receive an explanation of charges.

Access to Health Care

1. A client has the right to impartial access to treatment based on core services provided by BlueSprig and the ability to serve the client.
2. BlueSprig maintains access to services based on current Client Admission Criteria and Process policy.
3. The client has the right to access the mode of treatment preferred by the client/caregiver and in the judgment of the healthcare practitioner relevant and in the best interest of the client, regardless of whether BlueSprig may accommodate such treatment.

Experimental Research

1. The client/caregiver has the right to know if any service or treatment provided is for the purpose of experimental research and to consent prior to such participation. Participation must always be voluntary and the client/caregiver has the right to refuse.

Knowledge of Rights and Responsibilities

1. In receiving BlueSprig services, the client/caregiver has the right to know their rights and responsibilities.
2. The client/caregiver is expected to respect BlueSprig's right to anticipate behavior that is reasonable and responsible, considering the nature of the associated illness.