

CLIENT RIGHTS AND RESPONSIBILITIES

You have the right to:

- Considerate and respectful care and to be comfortable in the environment in which your care is provided.
- Receive care in a safe setting, free from verbal or physical abuse or harassment.
- Receive information about you or your child's evaluation and/or treatment status, course of treatment, and outcomes of treatment in terms you can understand.
- Participate actively in decisions regarding you or your child's evaluation and/or treatment and to receive as much information about your proposed evaluation and/or treatment as you may need in order to give informed consent or to refuse a course of treatment.
- Be advised if the provider proposes to engage in or perform research affecting you or your child's treatment. You have the right to refuse to participate in such research projects and your decisions will not affect your right to receive care.
- An estimated cost of you or your child's evaluation and/or treatment.
- Reasonable responses to any reasonable requests made for evaluation and/or treatment services.
- Have personal privacy respected. Case discussions, consultations, and other evaluation and/or treatment services are confidential and should be conducted discreetly. You have the right to be told the reason for the presence of any individual. Written authorization shall be obtained before medical records are made available to anyone not directly concerned with you or your child's care, except as otherwise required by law. You have the right to access information contained in you or your child's records within a reasonable time frame, except in certain circumstances specified by law.
- Receive a written "Notice of Privacy Practices" that explains how your Protected Health Information (PHI) will be used and disclosed.
- Receive reasonable continuity of care and know in advance the time of your appointments as well as the identity of the person providing the care.
- Exercise these rights without regard to age, disability, gender, gender identity or expression, sexual orientation, economic status, educational background, race, color, religion, ancestry, national origin, marital status, or source of payment.

You have the responsibility to:

- Follow Creative Behavioral Connections (CBC) rules and regulations affecting care and conduct. This includes the following:
 - Show respect for the rights and privacy of other clients and their families while in the waiting room and other areas of the clinic. ALL clients are entitled to a private, quiet, therapeutic atmosphere. This includes monitoring the behavior of all children that you may bring with you to appointments as well as the individual who is a client of CBC while in the reception area.
 - Complete any intake paperwork provided to you prior to your first scheduled appointment or the appointment may be rescheduled.
 - Report, to the best of your knowledge, accurate and complete information regarding any matters pertaining to your child's condition or payment information and insurance information.
 - Unless actively participating in a session or meeting with your child's provider, please remain in the waiting room area. You should not leave the clinic while your child is receiving an evaluation and/or treatment, unless arrangements have been made prior and approved by the Clinical Director.

- Use of cell phones is prohibited in the clinical area of the clinic. Please turn off your cell phone prior to entering the clinical area. Should you choose to use your cell phone during a session, you will be asked to return to the reception area for the remainder of your child's session.
- Comply with all posted rules and regulations while in the clinic.
- Be considerate of all CBC facilities and equipment and use them in a manner as to not abuse or destroy.
- Arrive on time for all appointments. If you are up to 15 minutes late, you will be seen, but the appointment will end at the scheduled time. If you are more than 15 minutes late, the appointment will be rescheduled.
- Be respectful of your provider's time. Please provide the most advanced notice of a cancellation as possible. Failure to provide notice may result in the assessment of fees.
- Continuity of care is critical to success. If you cancel more than five appointments in a two-month period, CBC staff will meet with you to discuss your child's attendance and make appropriate adjustments to the schedule, which may include a reduction in the number of scheduled appointments.
- If you fail to call to cancel an appointment more than two times, a written notice will be sent and your child may be removed from the schedule.
- Payment is expected at the time that services are rendered unless prior arrangements have been made.
- Follow the treatment plan recommended by your child's providers. It is your responsibility to tell your service providers whether or not you can and want to follow the treatment plan recommended for your child. The most effective plan is the one which all participants agree is the best and which is carried out exactly.

ACKNOWLEDGEMENT

By signing this form, you acknowledge that you have read, understood, and agree to comply with the above Client Rights and Responsibilities. You may request a copy of this document for your records.

If you have any questions about the Client Rights and Responsibilities, please contact our front office at 702-901-5200.

Printed Name of Client

Signature of Client (or Client's Parent/Legal Guardian)

Date: _____

CBC Representative

Date: _____