



Declaration of Client's Rights and Responsibilities

A goal of the CalGETS is to provide mental health treatment in an environment that preserves the rights of all individuals. These rights are listed below.

Statement of Client's Rights:

1. The right to reasonable access to care, regardless of sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation or marital status.
2. The right to considerate and respectful care, and to be made comfortable.
3. The right to expect respect for personal values and beliefs.
4. The right to decline participation in religious activities, unless a program chosen includes religious activities as part of the requirements. If the client does not agree to this, the client may choose another CalGETS provider.
5. The right to choose a service provider from the authorized CalGETS provider network without coercion.
6. The right to receive personal health status information, treatment plan and prospects for recovery in understandable terms.
7. The right to participate actively in decisions regarding care, including the right to refuse treatment, to the extent permitted by law.
8. The right to expect that personal privacy is respected. Case discussion, consultation and treatment are confidential and should be conducted discreetly.
9. The right to be provided the reason for the presence of any individual and the right to accept/decline the presence of that individual.
10. The right to access information contained in CalGETS files within a reasonable time frame, except in circumstances specified by law.
11. The right to receive care in a safe setting, free from verbal or physical abuse or harassment.
12. The right to access protective services including notification of government agencies to report neglect or abuse.

13. The right to be free from restraints and seclusion of any form used as a means of coercion, discipline, convenience, or retaliation.
14. The right to reasonable continuity of care and to know in advance the time and location of appointments as well as the identity of the persons providing care.
15. The right to file a grievance. Treatment services will not be affected and staff will not retaliate if a grievance is filed.

Statement of Client's Responsibilities:

1. Provide to the best of his/her knowledge, accurate and complete information about the history of the present situation, past illnesses, hospitalizations, medications and other matters relating to his/her health. The client is responsible for reporting unexpected changes in the client's condition.
2. Ask questions when he/she does not understand details of treatment services or expectations to participate in CalGETS.
3. Follow the care, service or treatment plan developed. Express concerns regarding compliance with the proposed treatment plan. Every effort shall be made to adapt the plan to the client's specific needs/limitations. When such adaptations to the treatment plan are not adhered to, the client is responsible for understanding the consequences of the treatment alternatives and not following the proposed course.
4. Be aware of outcomes if the care, service or treatment plan is not followed.
5. Be considerate of CalGETS providers and their property.
6. Understand how to continue care after leaving the CalGETS including when and where to get further treatment and what he/she needs to do at home to aid with treatment.
7. Keeping appointments: If the client cannot keep an appointment, he/she shall notify the CalGETS provider, within 24 hours. Cancellation of appointments or "no show" to appointments will be handled according to CalGETS provider policies and procedures and may result in loss of services.

