

CLIENT RIGHTS



Tempe Values: People | Integrity | Respect | Openness | Creativity | Quality | Diversity

All clients shall be afforded the following basic rights:

1. A patient is treated with dignity, respect, and consideration;
2. A patient is not subjected to:
 - i. Abuse;
 - ii. Neglect;
 - iii. Exploitation;
 - iv. Coercion;
 - v. Manipulation;
 - vi. Sexual abuse;
 - vii. Sexual assault;
 - viii. Restraint or seclusion;
 - ix. Retaliation for submitting a complaint to the Department or another entity; or
 - x. Misappropriation of personal and private property by a counseling facility's personnel member, employee, volunteer, or student; and

A patient or the patient's representative:

- a. Either consents to or refuses counseling;
- b. May refuse or withdraw consent for receiving counseling before counseling is initiated;
- c. Is informed of the following:
 - i. The counseling facility's policy on health care directives, and
 - ii. The patient complaint process;
- d. Consents to photographs of the patient before the patient is photographed, except that a patient may be photographed when admitted to a counseling facility for identification and administrative purposes; and
- e. Except as otherwise permitted by law, provides written consent to the release of information in the patient's:
 - Medical record, or
 - Financial records.

A patient has the following rights:

1. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
2. To receive counseling that supports and respects the patient's individuality, choices, strengths, and abilities;
3. To receive privacy during counseling;
4. To review, upon written request, the patient's own medical record according to A.R.S. §§ 12-2293, 12-2294, and 12-2294.01;
5. To receive a referral to another health care institution if the counseling facility is not authorized or not able to provide the behavioral health services needed by the patient;
6. To participate or have the patient's representative participate in the development of, or decisions concerning, the counseling provided to the patient;
7. To participate or refuse to participate in research or experimental treatment; and
8. To receive assistance from a family member, the patient's representative, or other individual in understanding, protecting, or exercising the patient's rights.