
Hope Health Systems, Inc.

Client Rights and Responsibilities Policy

Effective Date: 01/01/25

Approved By: Yinka Fadiora, Executive Program Director

Policy Number: 256-PC02-01

Purpose

The purpose of this policy is to ensure that all clients receiving services from Hope Health Systems, Inc. (HHS) are treated with dignity and respect and are informed of their legal, ethical, and personal rights and responsibilities. This policy supports compliance with state and federal regulations, including COMAR standards and applicable HIPAA privacy requirements.

Policy Statement

Hope Health Systems, Inc. affirms that every client has the right to receive quality services in an environment that promotes respect, safety, privacy, and self-determination. Clients shall be informed of their rights and responsibilities upon admission and throughout their care. Staff are responsible for protecting and promoting these rights in all service settings.

Client Rights

Clients of Hope Health Systems have the right to:

- 1. Respect and Dignity**
 - a. Be treated with courtesy, respect, and consideration at all times, regardless of age, race, color, religion, national origin, gender, disability, sexual orientation, or ability to pay.
 - b. Receive services in an environment free from abuse, neglect, exploitation, harassment, or discrimination.
- 2. Confidentiality and Privacy**
 - a. Have their personal and clinical information kept confidential in accordance with HIPAA and applicable laws.
 - b. Access their own records as permitted by law and request corrections when appropriate.
 - c. Expect private communications during therapy or service sessions.
- 3. Informed Participation**
 - a. Receive complete and accurate information about their diagnosis, treatment options, risks, benefits, and alternatives in understandable language.
 - b. Participate actively in the development, review, and revision of their Individualized Treatment or Service Plan.
 - c. Refuse or discontinue treatment, except as otherwise required by law, and be informed of the potential consequences of such refusal.
- 4. Quality and Accessibility of Services**
 - a. Receive care that meets professional standards of practice.
 - b. Obtain services in the least restrictive environment appropriate to their needs.
 - c. Request reasonable accommodations to support communication or mobility.
- 5. Grievance and Appeal**
 - a. File a complaint or grievance without fear of retaliation or interruption of services.

- b. Receive prompt and fair review of any complaint through the agency's grievance process.
- c. Appeal decisions affecting their services through designated state or agency channels.
- 6. Safety and Protection**
 - a. Receive services in a clean, safe, and supportive environment.
 - b. Be free from physical restraint, seclusion, or coercive measures unless clinically justified and in accordance with law and policy.
 - c. Report suspected abuse, neglect, or exploitation to staff or external authorities.
- 7. Cultural and Personal Expression**
 - a. Have their cultural, spiritual, and personal values respected and incorporated into treatment planning where possible.
 - b. Communicate in their preferred language through the use of qualified interpreters when needed.

Client Responsibilities

Clients of Hope Health Systems share responsibility in maintaining a safe and effective treatment environment. Each client is expected to:

- 1. Participation and Cooperation**
 - a. Provide accurate and complete information to staff to support appropriate assessment and care.
 - b. Participate actively in treatment planning and follow through with agreed-upon goals.
 - c. Communicate openly about concerns, progress, or changes in condition.
- 2. Respectful Conduct**
 - a. Treat staff, other clients, and property with respect and courtesy.
 - b. Refrain from disruptive, threatening, or harmful behaviors.
- 3. Adherence to Program Rules**
 - a. Follow all agency and program policies, including attendance, medication, and safety guidelines.
 - b. Notify staff of any inability to keep appointments or adhere to treatment expectations.
- 4. Financial Responsibility**
 - a. Provide accurate insurance and billing information.
 - b. Fulfill financial obligations for services received, unless otherwise determined by program policy.
- 5. Confidentiality of Others**
 - a. Respect the privacy and confidentiality of other clients receiving services at Hope Health Systems.

Procedures

- 1. Distribution of Rights and Responsibilities**
 - a. A copy of this policy shall be provided to each client or legal guardian upon admission, in a format that is easy to read and understand.
 - b. Clients shall be informed verbally of their rights and responsibilities, with interpretation as needed.
 - c. A copy shall also be displayed prominently in all service locations.
- 2. Staff Training**
 - a. All employees shall receive training on client rights and responsibilities during orientation and annually thereafter.
- 3. Documentation**
 - a. Client acknowledgment of receipt of the policy shall be documented in the client's record.
 - b. Any grievance or complaint shall be recorded and reviewed according to the agency's grievance procedures.

Related Policies

- Confidentiality and HIPAA Compliance Policy
- Grievance Policy
- Abuse, Neglect, and Exploitation Policy
- Restrictive Intervention and Human Rights Policy

References

- COMAR 10.22.02 and 10.21.17
- Maryland Department of Health (MDH) regulations
- Health Insurance Portability and Accountability Act (HIPAA)
- Behavioral Health Administration (BHA) Standards