

## **UNITED COMMUNITY & FAMILY SERVICES, INC. CLIENT'S RIGHTS AND RESPONSIBILITIES**

United Community & Family Services, Inc. (UCFS) is committed to providing quality of care to our clients and their families. We encourage clients and their families to be aware of their rights and responsibilities as listed below:

### **YOU HAVE THE RIGHT TO:**

1. Receive considerate and respectful care based on professional standards of practice.
2. Receive services without discrimination on the basis of race, color, sex, marital status, religion, age, handicap, sexual orientation or preference, national origin, ancestry or diagnosis.
3. Establish advance directives and participate in ethical decision making.
4. Receive an explanation of your diagnosis, treatment, and prognosis in terms you can understand.
5. Receive the necessary information to participate in decisions about your care and to give your informed consent before any diagnostic or therapeutic procedure is performed.
6. Refuse any treatment, except as prohibited by law, and to be informed of the consequences of making this decision, which may include informing Department of Children and Families or Protective Services.
7. Expect that your personal privacy will be respected by all staff of the agency.
8. Expect that your medical records will be kept confidential in accordance with UCFS' Notice of Privacy Practices.
9. Know UCFS policy for accessing and disclosing information in your medical records and reviewing your medical record, upon request, at a mutually designated time.
10. Receive a full explanation of any research or experimental procedure proposed for treatment and the opportunity to give your informed consent before any procedure will begin.
11. Know the name and qualification of all individuals providing service and how to contact that person.
12. Obtain another medical opinion prior to any procedure.
13. Have your legal custodian access your written medical records by appointment.
14. Ask for and receive information on your financial liability and an explanation of charges, including services that will be charged to your insurance.
15. File a complaint, either verbally or in writing, about services rendered without fear of discrimination from UCFS. Please call 8:30 a.m. to 4:30 p.m.
  - Sharon Laliberte, Compliance Officer, (860) 892-7042 x 1218.
  - If not satisfied with the resolution, you have the right to contact Jennifer Granger, CEO, at (860) 889-2375.

*An appeal process is available through the UCFS Quality Assurance Advisory Committee, which includes a clinical case review and conference between all treating providers.*

## **YOU ARE RESPONSIBLE FOR:**

1. Providing accurate personal, financial, insurance and medical information, including all medications and treatments, which is being followed necessary to establish your plan of care.
2. Asking questions if you do not understand the explanation of your diagnosis, treatment, prognosis or any instructions.
3. Developing and participating in your treatment planning.
4. Following rules and regulations that are posted within the UCFS facilities while in those facilities.
5. Not carrying any type of weapons while at UCFS or when receiving treatment by UCFS staff.
6. Not harming or being verbally or physically abusive to other persons including UCFS staff.
7. Extending to agency staff the same courtesy given to you.
8. Keeping all scheduled appointments, arriving on time, and being able to participate in treatment.
9. Notifying UCFS with 24 hours notice or as soon as you are aware that you cannot keep an appointment.
10. Informing the health care professionals regarding any changes or reactions to medication and/or treatment.
11. Paying for services promptly including co-payments at the time of service.
12. Advising UCFS of any problems or dissatisfaction with the service being provided.
13. Providing for the supervision and safety of your children while in the facility.

If a client does not comply with above outlined responsibilities or if a significant unresolvable conflict or barrier develops between the provider and the client, it may become necessary to terminate services. Most commonly, such situations follow an episode or repeated episodes of abusive or threatening language/behavior, abuse of prescribed medications, or extreme non-compliance with the treatment plan, an emotional or physical threat to any staff member or another UCFS client, harassment, intolerable family interference with the provider-client relationship, or involvement in any illegal activity involving UCFS.

*See a member of our team for additional languages.*