



CLIENT RIGHTS

Rights for Clients Receiving Outpatient Services

Washington State Law (WAC 388-877-0600) provides certain rights to consumers, prospective consumers, and legally responsible others. These rights are also posted in agency lobbies; copies are available upon request. If at any time you wish to obtain services elsewhere, we can help you find a referral.

You have the right to:

- Receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age or disability;
- Practice the religion of choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. Individual participants have the right to refuse participation in any religious practice;
- Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency, and cultural differences;
- Be treated with respect, dignity and privacy, except that staff may conduct reasonable searches to detect and prevent possession or use of contraband on the premises;
- Be free of any sexual harassment;
- Be free of exploitation, including physical and financial exploitation;
- Have all clinical and personal information treated in accord with state and federal confidentiality regulations;
- Review your clinical record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections;
- Receive a copy of agency complaint and grievance procedures upon request and to lodge a complaint or grievance with the agency, or Regional Support Network (RSN), if applicable, if you believe your rights have been violated; If you lodge a complaint or grievance, you must be free of any act of retaliation. The ombuds may, at your request, assist you in filing a grievance. The ombuds and the RSN phone number is: 1-800-790-8049. To contact the RSN or ombuds person via TDD call the Crisis Clinic at (206) 461-3219. See below for policies and procedures for resolving client grievances.
- File a complaint with the department when you feel the agency as violated a WAC requirement regulating behavior health agencies.
- YVFS will ensure that all research concerning an individual whose cost of care is publicly funded is done in accordance with chapter 388-04 WAC, protection of human subjects, and other applicable state and federal rules and laws.

As a person receiving public mental health services in the community, you have the following additional rights:

- To be treated with respect and dignity
- To have your privacy protected
- To help develop a plan of care with services to meet your needs
- To participate in decisions regarding your mental health care
- To receive services in a barrier-free location (accessible)
- To request information about names, location, phones, and languages for local agencies
- The right to receive the amount and duration of services you need
- To request information about the structure and operation of the RSN
- The right to services within 2 hours for emergent care and 24 hours for urgent care
- To be free from use of seclusion or restraints
- To receive age and culturally appropriate services
- To be provided a certified interpreter and translated material at no cost to you
- To understand available treatment options and alternatives
- To refuse any proposed treatment
- To receive care that does not discriminate against you (e.g. age, race, type of illness)
- To be free of any sexual exploitation or harassment
- To receive an explanation of all medications prescribed and possible side effects
- To make an advance directive, which states your choices and preferences for mental health care
- To receive quality services that are medically necessary
- To have a second opinion from a mental health professional
- To file a grievance with your agency or RSN
- To file a RSN appeal based on a RSN written Notice of Action
- To choose a mental health care provider or choose one for your child who is under thirteen years of age
- To change mental health care providers during the first 30 days, and sometimes more often
- To file a request for an administrative (fair) hearing
- To request and receive copy of your medical records and ask for changes
- Be free from retaliation

You may want to ask your mental health care provider for more information about your rights. You have the right to request policies and procedures of the RSN and community mental health agencies as they pertain to your rights.