

WILL COUNTY HEALTH DEPARTMENT NOTIFICATION OF CLIENT RIGHTS

Our Clients are our priority. Our goal is to provide mental health and substance use support and treatment that builds on the strengths, needs, abilities and preferences of each client. Our Clients should expect to be treated with dignity and respect and service delivery that adheres to regulation, industry standards and client rights as listed below.

CLIENT RIGHTS

Client rights are legally protected entitlements and the Agency has a responsibility to protect and promote among the people we serve. As a client you have a right to the following:

1. Client Rights that are protected in accordance with the Mental Health and Developmental Disabilities Code [405 ILCS 5]
2. Client Rights governed by the Mental Health and Developmental Disabilities Confidentiality Act and the federal Health Insurance Portability and Accountability Act of 1996. (HIPAA)
3. Client Rights that are protected in accordance with the AIDS Confidentiality Act and the AIDS Confidentiality and Testing Code
4. Client Rights governed by the Illinois Confidentiality of Alcohol and Drug Abuse Patient Records Act, and Federal Act 42 CFR, Part 2.
5. Give or withhold informed consent regarding treatment and confidential information. No client will be coerced to provide consent or information against their will.
6. The client's right or the guardian's right to present and escalate a grievance and be informed of how the grievance will be handled. A record of the grievance and the response/resolution shall be maintained.
7. The right to be free from abuse, neglect any form of exploitation, retaliation, or humiliation
8. The right to contact the public payer or its designee and to be informed of the public payer's process for reviewing grievances
9. Refuse all treatment or a specific treatment, and to be informed of the potential consequences
10. The right to contact HFS or its designee and to be informed by HFS or its designee of the client's healthcare benefit and the process for reviewing grievances.
11. The right not to have services reduced, denied, suspended or terminated for exercising any right.
12. The right to contact the Illinois Guardianship and Advocacy Commission and be helped if necessary.
13. A choice of treatment providers when available and clinically appropriate.
14. The right to be provided mental health services in the least restrictive setting
15. Timely access to pertinent information to support client decision making.
16. Timely access to the client record.