

# RIGHTS & RESPONSIBILITIES



## Client Rights

**L**utheran Family Services of Nebraska (LFS) believes our clients have certain rights and expects all staff to respect these rights. Lutheran Family Services also believes our clients have certain responsibilities about which they must be informed at the time they begin to receive services. Being informed of these rights and responsibilities is a part of your orientation process to the services you will be receiving at LFS.

## Service Philosophy

**S**ervices and treatment are provided by LFS to help people function more effectively in their everyday lives. This involves working with each individual, couple or family to develop goals for treatment or service. Services and treatment at LFS are seen as a partnership between staff and the clients who seek the Agency's services.

### Right To Receive Treatment/Services

**C**lients have the right to receive treatment / services without the approval of others, except in the case of minor children or adults under guardianship as prescribed by law. Minors receiving pregnancy counseling can receive services without the permission of their parent or guardian.

All LFS clients have the right to receive services without regard to race, color, sex, national origin, religion or disability. LFS clients also have the right to be oriented to the program for which they are requesting admission.

LFS staff will assess the client's needs and determine the level of care needed. This will include a decision about whether the Agency can meet the client's needs. If the Agency denies admission, the client may request a written explanation from the program manager. If the client has concerns about the denial of admission, he/she has the right to register a complaint.

### Right To Refuse Treatment/Services

**L**utheran Family Services offers treatment and services on a voluntary basis. Clients may refuse services except when they are required by court order or the Board of Mental Health. Court-ordered clients who refuse services may experience consequences imposed by their family or their community. LFS employees will inform clients of possible consequences for refusing services.

### Right To Request a Different Provider

**O**n occasion, a client and a service provider may not work well together. Clients have the right to request a change to another service provider if one is available. Requests must be arranged through the Regional Director.

Available services and office hours vary by location. Please check with your service provider as to the hours of operation of the office in which you are seeking services.

## Right To Information About Fees

Fee policies and procedures are developed for applicable Agency programs and office locations. Clients have a right to an explanation of the fees and the payment procedures for services they are receiving. Clients will be requested to sign a fee agreement. This documentation will be maintained in the case record.

If your services may be partially or fully paid by insurance or a managed care organization, you are advised to contact that company for information about covered services, co-payments and other terms and conditions.

## Right To Privacy & HIPAA Information

Lutheran Family Services staff respect the confidentiality of all of our clients. Your information will be kept private and confidential and will not be disclosed to a third party unless you have given LFS written consent to do so. Exceptions to this include:

- Reporting of suspected abuse of a child or vulnerable adult;
- Duty to warn of threat of harm to self or others;
- Information provided to Emergency Medical personnel in the event of a medical emergency while on Agency property or when working with LFS staff in the community;
- Court order

For clients participating in HIPAA-covered services, you will have an opportunity to review and receive a copy of our Privacy Statement. You will need to acknowledge receipt of this information as a part of your orientation process. At anytime during your involvement with LFS, you can request an additional copy of our HIPAA Privacy Statement. The privacy statement can also be found at [www.lfsneb.org](http://www.lfsneb.org).

## Right To Access & Amend Case Record

Clients have the right to see or review the information contained in their case record, except as limited by state and federal regulations. Clients have the right to receive one copy of their case record without charge. Clients have the right to amend their record if they feel the record is incorrect and if the Agency staff agrees to the amended changes. You have a right to appeal a decision regarding amendment of your case record.

## Right To Lodge a Complaint

If you are unhappy about an experience you have with the Agency or an Agency Representative, you have a right to lodge a complaint or a grievance. Client concerns/complaints may be due to lack of respect or considerate service provision, dissatisfaction with your service provider, concerns about confidentiality or privacy, belief that a situation is being mishandled, confusion about procedures or Agency policies, difficulties in scheduling appointments, a disagreement with a decision the Agency has made about access to your records or a violation of your legal rights. Complaint and grievance procedures will be given to you as a part of the orientation process and are available at all service locations. If you are not satisfied with the resolution of your complaint or grievance, there is an appeal process for timely resolution to your complaint.

## Right To Refuse Participation in Public Relations Activities

At times, clients may be presented an opportunity to participate in public relations activities, for example a photo shoot depicting a group counseling session. You are under no obligation to participate in such activities. Declining participation in these activities for any reason will not affect the quality of services you receive, nor will it affect your ability to receive services.

## Client Responsibilities

As a client of Lutheran Family Services, you are responsible for:

- Keeping scheduled appointments;
- Giving 24-hour notice when an appointment cannot be kept. If you are late for or miss two or more appointments without contacting LFS, services will be terminated;
- Being on time for scheduled appointments;
- Working on the issues that bring you to LFS by taking an active role in their resolution;
- Being considerate and respectful of the rights of fellow clients and staff, as well as the property and furnishings of LFS;
- Meeting the financial obligation of services you receive (if applicable);
- Respecting the Agency's smoke and drug free environment. No person under 18 may smoke or use other tobacco products on the Agency's premises or Agency sponsored functions;
- Respecting the Agency's policy against having weapons on Agency property;
- To the extent possible, clients are expected to do as much as they can to address the issues for which they sought services. Clients are encouraged to be an active partner with their service provider in working towards mutually agreed upon goals.

Failure to meet any of these responsibilities may result in termination of services.