

Client Bill of Rights

Forge Health's Client Bill of Rights is designed to help you feel more confident in the services we provide and to assure that we are meeting your healthcare needs.

As a Forge Health client, you have the right to:

- Receive care or treatment. You will retain civil rights and liberties. You will not be deprived of a civil right solely by reason of treatment.
- Receive appropriate treatment in the least restrictive setting available that meets your needs regardless of race, religion, sex, sexual orientation or expression, national origin, color, and creed, marital status, veteran status, ethnicity, age, or disability. The personal dignity of each client is recognized and respected in all care and treatment provided.
- Receive treatment in a safe and humane environment that provides reasonable protection from harm and appropriate privacy for your personal needs. You will be free from verbal, physical, sexual, emotional, or financial abuse or harsh or unfair treatment.
- Be informed of the nature and purpose of any services rendered and the title and qualifications of personnel providing that service. You can accept or refuse all or part of your care (unless you are ordered by a court to participate) and have the expected risks and benefits of treatment, and appropriate alternatives, explained to you. You have the right to change your mind about treatment at any time (unless specifically restricted by law).
- Receive orientation to Forge Health including policies, hours of operation, fee schedule, and services provided.
- Receive disclosure of Forge Health's criteria for treatment, completion of the program, and discharge.
- Be informed by Forge Health of the procedures to file a grievance or appeal a discharge.
- Express your preferences regarding counselor or service providers and participate in the development of a treatment plan designed to meet your needs.
- Expect that all treatment records or information will be kept confidential in compliance with applicable federal and state law and regulation. Except as permitted by applicable law or pursuant to a valid consent, no information or records will be released without written permission of the client or other appropriate designee.
 - You have the right to inspect your own records. Forge Health may temporarily remove portions of the records prior to inspection by a client if the Executive Clinical Director determines that the information may be detrimental if presented to the client. Reasons for removing sections shall be documented in the medical record.
 - You have the right to appeal a decision limiting your access to your records.

- You have the right to request the correction of inaccurate, irrelevant, outdated, or incomplete information in your records.
 - You have the right to submit rebuttal data or memoranda to your own records.
- Information about you is to be kept private and you are to receive an explanation as to circumstances when the information can be released without your permission. You have the right to prohibit re-disclosure of your protected health information and obtain an accounting of disclosures.
- Make complaints, have them heard, get a prompt response, and not receive any threats or mistreatments as a result.