



## CLIENT RIGHTS AND RESPONSIBILITIES

NORTHERN PINES MENTAL HEALTH CENTER

### CLIENT RIGHTS

In compliance with MN Statute 144.651

1. Every client shall have the right to considerate respectful care.
2. Every client can request and receive information concerning his/her diagnosis, treatment and prognosis in terms he/she can understand from his/her mental health professional.
3. Every client shall have the right to know by name, business address, business telephone and specialty, if any, the therapist responsible for his/her care.
4. Every client shall have the right to every consideration of his/her privacy and individuality as it relates to his/her social, religious, and psychological well-being.
5. Every client shall have the right to respectfulness and privacy as it relates to his/her treatment program. Case discussion, consultation, examination, and treatment are confidential and will be discreetly conducted.
6. Every client shall have the right to expect Northern Pines Mental Health Center to make a reasonable response to his/her requests relating to direct care.
7. Every client shall have the right to obtain information on the relationship of the Northern Pines Mental Health Center to other healthcare and related institutions, insomuch as his/her/their care is concerned.
8. Clients shall have the right to be cared for with reasonable regularity and continuity of staff assignment as far as facility policy allows.
9. Every client shall be fully informed of the services available in the Northern Pines Mental Health Center and given a reasonable estimate of cost if requested.
10. Every client shall have the opportunity to participate in the planning of his/her treatment.
11. No client shall be arbitrarily referred, transferred, or terminated from the treatment program but may be referred, transferred, or terminated for medical reasons beyond the scope of this organization, for his/her/their welfare, for other clients' welfare, for lack of participation, or for nonpayment of services. Reasonable advance notice of any referral, transfer, or discharge will be given to the client when possible.
12. Every client shall be encouraged and assisted throughout the period that he/she/they receives treatment at the Northern Pines Mental Health Center to understand and exercise his/her/their rights as a client. He/she /they may voice grievances and recommend changes in policies and services to the Northern Pines Mental Health Center staff free from restraint, interference, coercion, discrimination, or reprisal.
13. Every client has the right to reasonable protection from mental, sexual, and physical abuse.



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14. Every client shall be assured of confidential treatment of his/her/their personal treatment record, and may approve or refuse their release to any individual outside the Northern Pines Mental Health Center, except as otherwise provided by law or third-party payment contract.
15. No client shall be required to perform services for the facility that are not included for therapeutic purposes in his/her/their plan of care.
16. Every client shall be fully informed prior to, or at the time of admission to a treatment program, of rights and responsibilities set forth in this section on all rules governing conduct and responsibility of the client and Northern Pines Mental Health Center.
17. Every client has a right to refuse care and to be referred to an alternative provider, if appropriate.

### CLIENT RESPONSIBILITIES

1. You are responsible for being considerate of other clients.
2. You are responsible for keeping appointments. If you cannot, you should notify the Northern Pines Mental Health Center as soon as possible.
3. You are responsible for supplying accurate and complete information about your past illness, previous treatment, medications, legal record, and risks affecting the safety of yourself and others, and other matters relating to your treatment planning.
4. You are responsible for notifying your counselor about any unexpected change in your health.
5. You are responsible for letting us know immediately if you do not understand instructions or if you feel that they are such that you cannot follow them.
6. You are responsible for fulfilling the financial obligations of your health care by prompt payment of applicable fees.
7. You are responsible for any loss or damage to Northern Pines Mental Health Center property that you incur by your own or your children's behavior.
8. Northern Pines Mental Health Center (NPMHC), has the right to refuse services to any client for failure to cooperate with our procedures, for our inability to provide a needed service, or for situations in which treatment either has not resulted in responsible benefit or it has been judged as harmful to the individual.



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### CLIENTS RIGHTS TO VOICE GRIEVANCE

Clients of Northern Pines Mental Health Center are encouraged to voice grievances, violation of Client Rights and recommended changes in policies and services. Any grievance should be discussed first with the therapist on record. If satisfaction is not obtained, then this complaint should be brought to the Executive Director, Northern Pines Mental Health Center, P.O Box 367, Little Falls, MN 56345

**If this grievance is not resolved following the above procedure, further redress can be obtained through the following:**

DHS Licensing Division

444 Lafayette Road North

St. Paul, MN 55155-3842

651-431-6500