

## COLUMBIA COMMUNITY MENTAL HEALTH POLICY AND PROCEDURE

<b>POLICY NAME:</b> Client Rights and Responsibilities	<b>POLICY #:</b> 3.6
<b>APPLICABILITY:</b> Agencywide	<b>IMPLEMENTED:</b> 12/2000
<b>LAST REVIEWED:</b> 08/2025	<b>NEXT SCHEDULED REVIEW:</b> 08/2027

### **POLICY STATEMENT:**

#### Client Rights:

Columbia Community Mental Health maintains the following statements as policy for the protection of client rights:

1. No person shall be discriminated against or denied service based on race, color, creed, sex, national origin, duration of residence, gender identity, sexual orientation, religion, or because payment for services are made with Medicare, Medicaid or Chip. Furthermore, no qualified person shall, on the basis of handicap, be excluded from participation in, be denied benefits of, or otherwise be subject to discrimination under any program or activity.
2. No person shall be denied services or be discriminated against on the basis of age, diagnosis, physical, cognitive, intellectual or developmental disability category, unless the Columbia Community Mental Health admission criteria for that program restricts the service to a specific age, diagnostic or disability category.
3. No person shall be denied services from Columbia Community Mental Health based on the ability to pay, if an emergent need.
4. The client shall be treated with dignity and respect throughout the treatment process at Columbia Community Mental Health.
5. The client shall give a written informed consent to treatment.
6. The client's right to privacy shall be maintained by Columbia Community Mental Health at all times.
7. The client has the right to a copy of his/her records with the responsible treatment staff upon request.
8. The client shall have the clinical record kept confidential in accordance with and the limitation of all applicable Federal and Oregon State Statutes.
9. No client will perform labor as a method of payment for services rendered. Any labor performed as a part of a treatment plan or a standard program expectation shall be agreed to in writing by the client.
10. The client has the right to participate in research, experimental or potentially hazardous procedures.
11. Client has the right to refuse to participate in research, experimental or potentially hazardous procedures.

### 3.6 CLIENT RIGHTS AND RESPONSIBILITIES

12. The client has the right to refuse treatment and terminate, if desired, for any reason, unless ordered by a court.
13. The client has a right to be free of sexual exploitation or harassment.
14. The client has the right to receive an explanation of medication prescribed, including expected effects and possible side-effects.
15. The client has the right to file a complaint if dissatisfied with treatment. The exercise of that right to file a complaint will not result in the denial of further treatment.
16. The grievance will be filed in accordance with the policy and procedures set up by the Managed Care Organization (MCO) and explained in the respective MCO policy and procedure manual.
17. Each client has the right to refuse specific treatment methods or providers. Such refusal shall not jeopardize the client's right to receive other forms of treatment as desired with providers of their choice as appropriate unless otherwise ordered by a court of law and includes the use of urinalysis. Limitations on provider choice might include the provider's level of care specialty, population specialty as it relates to age, and medical necessity for services with that preferred provider.

#### Client Responsibilities

Columbia Community Mental Health maintains the following statements as policy regarding client responsibilities and limitations:

1. Clients need to be actively involved in their own treatment.
  - a. No engagement within the previous thirty (30) days can result in discharge from services due to an inability to confirm continued medical necessity.
2. In order to get the most out of treatment, CCMH asks that clients not arrive for appointments, interviews, or other therapeutic activities after consuming alcohol or unprescribed psychoactive substances (this policy does not include activities related to performing therapeutic services being performed to stabilize crisis situations).
3. Clients must arrive at their scheduled appointment times. If a client arrives more than 15 minutes late or fails to cancel with more than 24-hour notice, this will be considered a No-show/Late Cancellation, and CCMH will cancel that appointment.
  - a. First Occurrence: An email or phone reminder will be sent to the member, restating the importance of attending scheduled appointments.
  - b. Second Occurrence: A formal warning will be issued to the member, highlighting the impact of missed appointments on resources and other members.
  - c. Third Occurrence: A mandatory counseling session is required, with the Supervisor of the clients' primary therapists, before scheduling further appointments to address the reasons for the no-shows and resolutions.
  - d. Fourth Occurrence and Beyond: Repeated offenses shall result in the suspension of individual appointment privileges, during which the client will be scheduled to attend a treatment group that discusses commitment to recovery. Successful completion of this group with a recommendation from the Lead Group Therapist will result in restoration of individual appointment privileges.
    - i. Clients may be scheduled for a treatment group related to the commitment to services during this window when clinically indicated.

### 3.6 CLIENT RIGHTS AND RESPONSIBILITIES

- ii. Following a review of the treatment plan and clinical details, a plan will be created on how the client may return to routine or regular services. Any updates to treatment will be reflected on the treatment plan.
  - iii. After showing continued ability to maintain and attend scheduled services, the treatment plan may again be reviewed to determine if steps taken to promote engagement are still necessary.
  - e. Exceptions: Cancellations due to unforeseen emergencies, such as medical emergencies or family crises, may be considered exceptions. Members are encouraged to inform CCMH as soon as possible in such cases.
  - f. Appeal Process: Members may appeal against any action taken due to repeated no-shows by submitting a written request to the CCMH Clinical Committee. The committee will review the appeal within 30 days and provide a decision.
- 4. Clients shall conduct themselves appropriately while in Columbia Community Mental Health facility, i.e., no profanity, shouting, or physically or verbally aggressive acts.
  - 5. Clients may not bring any weapon onto CCMH property.
  - 6. Clients may only smoke/vape/etc in an appropriate smoking area. You may be asked to move away from doors, windows or other areas close to a CCMH building.
  - 7. Clients must not use or disclose any information about another person that was heard in group services provided by CCMH.
  - 8. Clients have a right to have a service animal with them. If the service animal creates a direct threat or fundamentally alters the program, you may be asked to leave with the service animal.

#### *No shows & Late Cancellations*

A no show or late cancellation is an appointment where a client does not arrive for their scheduled appointment, within 15 minutes of its' scheduled start time, or cancels that appointment with less than 24 hours' notice. See "Client Responsibilities (3) for more details.

#### Reading Level:

This policy has a Flesh-Kincaid reading level of 36.

#### **PROCEDURE:**

#### **DEFINITIONS:**

#### **ASSOCIATED FORMS:**

#### **SOURCE DOCUMENTS:**