



Client Rights & Responsibilities

As a client of EFR you have the right:

- To be treated with respect and compassion
- To be free from harm, abuse, neglect, financial exploitation, retaliation or humiliation regardless of your color, religion, gender, sexual orientation, age, disability, or cultural background in the delivery of your services
- To confidentiality and privacy in accordance with state and federal law
- To access your own records and to authorize release of your information to third parties
- To be informed of the circumstances under which EFR may disclose information about you without your consent
- To receive an explanation of all choices made by your provider in your therapy and/or treatment process
- To participate in the development of your treatment plan
- To make an informed choice to accept or decline treatment
- To receive information from EFR in a language you understand
- To an explanation if services are refused for any reason including admission ineligibility or continued care ineligibility, and have the right to appeal such decision
- To file a complaint or grievance without retaliation from EFR (please see below for instructions on how to file a complaint or grievance)
- To be informed of the various steps and activities involved in receiving services, and to be involved in decisions related to your service delivery, including who provides your services
- To access or receive a referral to any legal entities for appropriate representation, as well as self-help or advocacy support services

As a client of EFR you have the responsibility:

- To ask your provider all questions you have about your treatment
- To let your provider know if you feel uncomfortable or dissatisfied with the services being provided to you
- To discuss with any party who has recommended or required you to attend counseling or integrated treatment services (e.g. courts, DHS) any consequences if you choose to decline or terminate your treatment
- To treat your provider, EFR employees, and all others on EFR's premises with dignity and respect
- To keep your appointments or contact EFR as soon as possible when canceling an appointment
- To inform your provider if you are having problems paying for your services for the purposes of establishing a payment plan