



RESTORATION to SOUND HEALTH

## MINNESOTA CLIENT BILL OF RIGHTS

- ❖ **Courteous treatment.** Clients have the right to be treated with courtesy and respect for their individuality by employees of or persons providing service in a health care facility.
- ❖ **Appropriate health care.** Clients shall have the right to appropriate medical and personal care based on individual needs.
- ❖ **Physician's identity.** Clients shall have or be given, in writing, the name, business address, telephone number, and specialty, if any, of the physician responsible for coordination of their care. In cases where it is medically inadvisable, as documented by the attending physician in a client's care record, the information shall be given to the client's guardian or other person designated by the client as a representative.
- ❖ **Relationship with other health services.** Clients who receive services from an outside provider are entitled, upon request, to be told the identity of the provider.
- ❖ **Information about treatment.** Clients shall be given, by their providers, complete and current information concerning their diagnosis, treatment, alternatives, risks, and prognosis as required by the physician's legal duty to disclose. This information shall be in terms and language the Clients can reasonably be expected to understand. Clients may be accompanied by a family member or other chosen representative, or both. This information shall include the likely medical or major psychological results of the treatment and its alternatives. In cases where it is medically inadvisable, as documented by the attending provider in a client's medical record, the information shall be given to the client's guardian or other person designated by the client as a representative. Individuals have the right to refuse this information.
- ❖ **Participation in planning treatment; notification of family members.** Clients shall have the right to participate in the planning of their health care. This right includes the opportunity to discuss treatment and alternatives with individual caregivers, the opportunity to request and participate in formal care conferences, and the right to include a family member or other chosen representative, or both. In the event that the client cannot be present, a family member or other representative chosen by the client may be included in such conferences.
- ❖ **Continuity of care.** Clients shall have the right to be cared for with reasonable regularity and continuity of staff assignment as far as facility policy allows.
- ❖ **Right to refuse care.** Clients shall have the right to refuse treatment based on the information required in Information about treatment, and to terminate services at any time, except as otherwise provided by law or court order.



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- ❖ **Experimental research.** Written, informed consent must be obtained prior to a client's participation in experimental research. Clients have the right to refuse participation. Both consent and refusal shall be documented in the individual care record.
- ❖ **Freedom from maltreatment.** Clients shall be free from maltreatment as defined in the Vulnerable Adults Protection Act. "Maltreatment" means conduct described in section 626.5572, subdivision 15, or the intentional and nontherapeutic infliction of physical pain or injury, or any persistent course of conduct intended to produce mental or emotional distress. Every client shall also be free from nontherapeutic chemical and physical restraints, except in fully documented emergencies, or as authorized in writing after examination by a client's physician for a specified and limited period of time, and only when necessary to protect that client from self-injury or injury to others.
- ❖ **Treatment privacy.** Clients shall have the right to respectfulness and privacy as it relates to their medical and personal care program. Case discussion, consultation, examination, and treatment are confidential and shall be 2017 (MN Statute 148E.195, Administrative Rule 7200.4905) (MN Statute 144.651 subd. 1, 3 to 16, 18, 20 and 30) 5/9/2018 conducted discreetly.
- ❖ **Confidentiality of records.** Clients shall be assured confidential treatment of their personal and medical records, and may approve or refuse their release to any individual outside the facility.
- ❖ **Responsive service.** Clients shall have the right to a prompt and reasonable response to their questions and requests.
- ❖ **Grievances.** Clients shall be encouraged and assisted, throughout their stay in a facility or their course of treatment, to understand and exercise their rights as clients and citizens. Clients may voice grievances and recommend changes in policies and services to facility staff and others of their choice, free from restraint, interference, coercion, discrimination, or reprisal, including threat of discharge. Notice of the grievance procedure of the facility or program, as well as addresses and telephone numbers for the Office of Health Facility Complaints.
- ❖ **Protection and advocacy services.** Clients shall have the right of reasonable access at reasonable times to any available rights protection services and advocacy services so that the Clients may receive assistance in understanding, exercising, and protecting the rights described in this section and in other law. This right shall include the opportunity for private communication between the clients and a representative of the rights protection service or advocacy service.
- ❖ **Services for the Agency.** Clients shall not perform labor or services for the agency.
- ❖ **Non-Discrimination.** Clients have the right to be free from discrimination based on race, color, nation of origin, language, religion, political beliefs, sex, marital status, age, sexual orientation, gender identity, or disability, including AIDS, AIDS-related complex, or status as HIV positive.

### Additional Rights:

- Examine public data on your provider maintained by their board;
- Be informed of the provider's license status, education, training, and experience



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- To have access to your records as provided in Minnesota Statutes, sections 144.291 to 144.298; Minnesota Statutes, sections 144.291 to 144.298
- To be informed of the cost of professional services before receiving the services
- To know the intended recipients of psychological assessment results;
- To withdraw consent to release assessment results, unless that right is prohibited by law or court order or is waived by prior written agreement;
- To a nontechnical description of assessment procedures
- To a nontechnical explanation and interpretation of assessment results, unless that right is prohibited by law or court order or is waived by prior written agreement.



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**Complaint Options:**

<p>Ombudsman for Mental Health and Developmental Disabilities          121 7<sup>th</sup> Place E #420          St. Paul, Minnesota 55101          Phone: 651-757-1800 or 1-800-657-3506          Email: <a href="mailto:ombudsman.mhdd@state.mn.us">ombudsman.mhdd@state.mn.us</a></p>	<p>MN Board of Psychology          2829 University Ave. SE, Suite 320          Minneapolis, MN 55414          Phone: (612)617-2230 Hearing/Speech Relay: (800) 627-3529          Email: <a href="mailto:psychology.board@state.mn.us">psychology.board@state.mn.us</a></p>
<p>MN Board of Social Work          2829 University Ave SE, Suite 340          Minneapolis, MN 55414-3239          (612) 617-2100; (888) 234-1320; FAX (612) 617-2103          Hearing/Speech Relay: (800) 627-3529          Email: <a href="mailto:social.work@state.mn.us">social.work@state.mn.us</a></p>	<p>MN Board of Marriage and Family Therapy          2829 University Ave SE Suite 400          Minneapolis, MN 55414          (612) 617-2220 Hearing/Speech Relay: (800) 627-3529          Email: <a href="mailto:mft.board@state.mn.us">mft.board@state.mn.us</a></p>
<p>MN Board of Behavioral Health and Therapy          2829 University Ave SE, Suite 210          Minneapolis, MN 55414          (612) 528-2177 FAX (612) 617-2187          Email: <a href="mailto:bbht.board@state.mn.us">bbht.board@state.mn.us</a></p>	<p>Minnesota Department of Health          Health Regulation Division          P.O. Box 64900          St. Paul, MN 55164          (651) 201- 4200          Email: <a href="mailto:health.fpc-licensing@state.mn.us">health.fpc-licensing@state.mn.us</a></p>