

Wright Counseling Solutions, PLLC
CLIENT'S BILL OF RIGHTS

Clients of mental health or drug or alcohol abuse services shall retain all rights, benefits, and privileges guaranteed by the laws and Constitution of the State of Oklahoma and the United States of America, except those specifically lost through due process of law.

THE CLIENT HAS THE FOLLOWING RIGHTS:

- Each client has the right to receive services suited to his or her condition in a safe, sanitary, and humane environment regardless of race, culture, gender, sexual orientation, spiritual beliefs, language, socioeconomic status, ethnicity, age, degree of disability, and/or handicapping condition.
- No client shall be neglected or sexually, physically, verbally, or otherwise abused by financial or other exploitation or any form of retaliation, humiliation, and/or neglect.
- Each client shall receive treatment in the least restrictive environment and have the maximum freedom of movement consistent with his or her clinical condition and legal status.
- Each client shall be provided with prompt, competent, appropriate treatment and an individualized treatment plan. A client shall participate in his or her treatment program and may consent or refuse to consent to the proposed treatment and of the composition of the service delivery team. The right to consent or refuse to consent may be abridged for the client adjudged incompetent by a court of competent jurisdiction and in emergency situations as defined by law. If the client permits and/or requests family shall be involved.
- All adult mental health client being served by a licensed mental health professional shall have the right to name a treatment advocate.
- Every client's record shall be treated in a confidential manner. A client or his/her legally authorized representative shall have the right to request access to the client's own mental health treatment record.
- No client will be required to participate in any research project or medical experiment without his or her informed consent as defined by law. Refusal to participate shall not affect the services available to the client.
- A client shall have the right to assert grievance with respect to an alleged infringement on his or her rights. A grievance may be presented by a client, family member, or person appointed by the client. Upon receipt of a written grievance, Wright Counseling Solutions will have five working days to respond.
- The procedures for review of grievances will be explained to the person served in a manner that is understandable. A discussion between the client and primary therapist will be the first step toward resolution. If a resolution is not obtained, the matter is referred to owner/director. A written statement informing the client as to the outcome of the review shall be provided no later than 14 working days after receipt of a written grievance. The client shall be provided any assistance necessary and informed of the availability of the Consumer Advocacy Division of the Oklahoma Department of Mental Health and Substance Abuse Services. For any grievance acted upon, the client shall have the responsibility of providing a statement in written form. Wright Counseling Services shall have responsibility of response and resolution in a timely manner.
- Each client has the right to request the opinion of an outside medical or psychiatric consultant at his or her own expense or a right to an internal consultation upon request at no expense.
- No client shall be retaliated against or subjected to any adverse change of conditions or treatment because the client asserted his or her rights.