



CLIENT BILL OF RIGHTS

As a client at Washburn Center for Children, you have the right to:

1. Upon intake, each client receives Washburn Center for Children's Enrollment Packet that includes our Client Bill of Rights, Notice of Privacy Practices that includes HIPAA, MN Data Practices Act and Tennesen Warning and information about our agency's policies. Every client shall be informed of their legal rights for their protection throughout their course of treatment.
2. Every client has the right to receive care that is courteous, respectful, and considerate of their individual needs. Staff at Washburn Center for Children are responsible for recognizing and honoring their individuality. Clients have the right to be free from maltreatment and receive interventions that are therapeutic.
3. Washburn Center for Children complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, sex, gender, gender identity, sexual orientation, disability, age, marital status, familial status, pregnancy, covered veteran status, status with respect to public assistance or any other basis under applicable state, federal or local law. Washburn Center for Children does specialize in working with children and adolescents of all ages.
4. Every client has the right to privacy and confidentiality. Washburn Center for Children will not use or share your protected health information without specific permission from you, except as outlined in the Notice of Privacy Practices. Clients have a right to access their records as provided in Minnesota Statute 144.291 to 144.298, unless prohibited by law or a prior written agreement. Clients have a right to know who information is being released to and may revoke their consent to release information unless that right is prohibited by law or court order or is waived by prior written agreement. Clients also have the right to be provided with written consent prior to a client's participation in experimental research.
5. Every client can expect current and complete information concerning their diagnosis, treatment and prognosis in terms they can understand from their provider. Washburn Center for Children provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters, written information in other formats (large print, audio, accessible electronic formats, etc.), language services to people whose primary language is not English, including: qualified interpreters, and information written in other languages.
6. Every client shall have the right to a provider who is qualified to provide services. Clients have the right to expect that their provider has met the minimum qualifications of education, training, and experience required by state law for licensure. Clients have the right to have, or be given in writing, the name, business address, business telephone number and credentials of their provider. Clients may look them up in the public records of each of the Minnesota licensing boards.
7. Every client shall have the right to expect reasonable continuity of care. Clients shall be informed of any significant changes in treatment or provider assignment. This right also includes the right type of services for the client's needs, including seeing their provider regularly and for an appropriate length of time. This may be limited when the service is not covered by public or private resources. Clients will be informed of the cost of services before receiving the service.
8. Every client shall have the opportunity to participate in treatment planning. The treatment plan identifies anticipated length of treatment, strengths, focus of treatment, goals and objectives and agreed upon interventions. Every client has the right to decline and refuse treatment or services unless otherwise required by law. This right includes the right to include a family member or other chosen representative in the planning of treatment.
9. Every client shall have the right to a prompt and reasonable response to their questions and requests.
10. Every client has the right to be free from exploitation for the benefit of Washburn Center for Children and its employees.
11. Every client has the right to submit a grievance in writing to Washburn Center for Children's Compliance and Quality Department. Clients have a right to access information about their rights and to file a grievance free from a negative response from Washburn Center for Children. Washburn Center for Children has a written internal Grievance Policy and Procedure that sets forth the process to be followed in adherent to Minnesota Statute 245I.12, subd. 5.