

Stellher Human Services, Inc.

P.O. Box 430
Bemidji, MN 56619
Phone: (218) 444-2845 Fax: (218) 444-2847

Client Rights and Responsibilities

Client's Rights

As a consumer of services of Stellher Human Services, Inc., you have the right:

1. To expect that staff have met minimum qualifications, training, and experience for competent services.
2. To examine public records maintained by accrediting boards and agencies regarding the credentials of professional staff.
3. To obtain a copy of the Rule of Conduct from the State Register and Public Documents Division of the Department of Administration, Department of Administration, 660 Olive Street, St. Paul, MN 55155.
4. To report complaints by directing them to the *Clinical Supervisor or Program Coordinator of Stellher Human Services at 218-444-2845*, or to report complaints to the appropriate Board or Public Office:

Behavioral Health and Therapy	Marriage and Family Therapy	Social Work	Psychology
(612) 617-2178	(612) 617-2220	(612) 617-2100	(612) 617-2230
MN DHS Licensing Division	MN Ombudsman for Mental Health and Dev. Disabilities	MN Dept. of Health Office of Health Facilities Complaints	
(651) 431-6500	(800) 657-3506	(651) 201-5000	

5. To be informed of the cost of service before receiving services.
6. To have access to one's own client file, according to Stellher policy, and/or to insert information into that file.
7. To be free from exploitation for the benefit or advantage of a staff member.
8. Clients have the right to be treated with personal dignity, care that is considerate and respects client's personal values and belief system.
9. Clients have the right to personal privacy and confidentiality of information.
10. Clients have the right to receive information about services, clinicians, clinical guidelines, quality improvement program, and client rights and responsibilities.
11. Clients have the right to be free from discrimination based on age, race, color, creed, religion, national origin, gender, marital status, disability, sexual orientation, and status with regard to public assistance.
12. Clients have the right to be informed prior to a photograph or audio or video recording being made of the client. The client has the right to refuse to allow any recording or photograph of the client.
13. Clients have the right to reasonable access to care regardless of race, religion, gender, sexual orientation, ethnicity, age, or disability.
14. The client and their family have the right to participate in an informed way in the decision-making process of the medically necessary treatment options and their treatment planning.
15. Clients have the right to refuse or discontinue services.
16. Clients have the right to individualized treatment.
17. Clients have the right to participate in the consideration of ethical issues that arise in the provision of care and services.
18. Client's and their families have the right to be informed of their rights in a language they understand. .
19. Clients have the right to access rights protection services and advocacy services to assure clients understand their rights.
20. Clients have the responsibility to give their clinicians and facilities and information needed in order to receive care.
21. Clients have the responsibility to follow their agreed upon treatment plan and instructions for care.
22. Clients have the responsibility to participate, to the degree possible, in understanding their behavioral health problems and developing with their clinician mutually agreed upon treatment goals.

Confidentiality Policy

Stellher Human Services maintains confidentiality of your records. All information you share, or which we become aware of through our work with you, will remain confidential. This means it may only be used by Stellher staff whose duties require access or an individual authorized by the Consent for Release of Information signed by the parent/guardian. The following mandated reporter circumstances void the above policy and we are required by law to release information:

1. If we become aware that you or your child may become a danger to yourself or others;
2. If we become aware of or suspect child/vulnerable adult abuse or neglect;
3. If we are court ordered to release information;
4. If you or your child is referred to Stellher through a disciplinary or legal process and fail to participate, we will notify the referring persons or agencies;
5. Information may be exchanged with those persons/agencies for whom we have a signed release.

If you have any questions about the above information, please feel free to contact the Stellher Human Services, Inc. office at 218-444-2845.