



Client's Rights and Responsibilities

Stellher Human Services is committed to providing the highest quality of care in a respectful, safe, and supportive environment. This document outlines your rights as a client under Minnesota and federal law, including Minn. Stat. §§144.651, 253B.03, 144.3431, and 245.461, as well as your responsibilities. If you have questions about your rights, please speak with your provider or a staff member.

Your Rights

Treatment and Care

- **Right to Respectful and Humane Treatment:** You have the right to considerate, respectful, and dignified treatment at all times. Services will be provided in a safe and humane environment.
- **Right to Information:** You have the right to complete and current information about your diagnosis, treatment plan, alternatives, risks, benefits, prognosis, and costs in language you can understand.
- **Right to Participate:** You have the right to actively participate in treatment planning and to request a formal care conference. You may include family or representatives of your choice.
- **Right to Refuse or Terminate Services:** You may refuse treatment or discontinue services at any time, except as provided by law or court order.
- **Right to Least Restrictive Alternative:** You have the right to receive services in the least restrictive setting appropriate to your needs.
- **Right to Appropriate and Competent Care:** You have the right to professional services suited to your condition, delivered by qualified and competent staff.
- **Right to Continuity of Care:** You have the right to reasonable continuity of care and to be informed of available services and alternatives if services are terminated.
- **Right to Know Your Provider:** You have the right to know the name, credentials, and contact information of those providing your care.

Legal and Civil Rights (If Applicable)

- If you are court-ordered or civilly committed, you retain all rights not specifically limited by law.
- You have the right to legal counsel and private communication with your attorney.
- You have the right to send and receive mail and to receive visitors, subject to reasonable program rules.
- You have the right to practice your religion or spiritual beliefs.
- You have the right to manage your personal property unless restricted by law.

For Clients Who Are Minors

- **Right to Consent (Ages 16 and Older):** If you are 16 years of age or older, you may consent to your own nonresidential mental health services under Minn. Stat. §144.3431.
- **Confidentiality:** If you legally consent to your own services, your records are confidential and generally may not be shared without your permission, unless required by law or necessary to prevent serious harm.
- A provider may notify a parent or guardian unless, in the provider's professional judgment, doing so would be detrimental to the minor.
- **Financial Responsibility:** A minor who consents to their own services may be financially responsible for the cost of those services.

Privacy and Confidentiality

- Right to Privacy: Your personal and medical information will be kept confidential in accordance with HIPAA, 42 CFR Part 2 (if applicable), and Minnesota law.
- Right to Access Records: You may review and obtain copies of your health records under the Minnesota Health Records Act (§§144.291–144.298). Information may be withheld only if disclosure would likely cause substantial harm, as permitted by law.
- Right to Consent to Release: Your records will not be released without your written consent unless permitted or required by law.
- Exceptions: Confidentiality may be limited in cases of suspected abuse or neglect, serious and imminent risk of harm, court orders, or other legal mandates.

Financial and Administrative Rights

- Right to Fee Information: You will be informed of fees, insurance coverage, and financial responsibilities before services begin.
- Right to Itemized Billing: You may request an explanation of charges and review your bill.
- Right to Notice of Changes: You will receive reasonable notice of changes in services or fees.
- Right to Non-Discrimination: You have the right to services free from discrimination.
- Right to Be Free from Exploitation or Maltreatment.

Grievance and Advocacy

- Right to Voice Grievances: You may file complaints without fear of retaliation.
- Right to Advocacy: You may contact advocacy or rights protection services and communicate privately with an advocate.

To report complaints, contact Stellher Human Services at 218-444-2845 or the appropriate licensing board or state agency.

Behavioral Health and Therapy	Marriage and Family Therapy	Social Work	Psychiatry-Nurse Practitioner
(612) 617-2178	(612) 617-2220	(612) 617-2100	(612) 317-3000
MN DHS Licensing Division	MN Ombudsman for Mental Health and Dev. Disabilities	MN Dept. of Health Office of Health Facilities Complaints	Minnesota Board of Nursing
(651) 431-6500	(800) 657-3506	(651) 201-5000	(651) 688-1841

Your Responsibilities

- Provide accurate and complete information about your health.
- Participate actively in treatment planning.
- Treat staff and others with respect.
- Inform us of changes in contact or insurance information.
- Meet agreed-upon financial obligations.
- Attend scheduled appointments or provide notice if cancelling.

If you have questions about your rights or responsibilities, please contact Stellher Human Services at 218-444-2845.