

Maple Star Client Rights and Responsibilities

Client Rights:

- A. An administrator shall ensure that:
 - 1. A client is treated with dignity, respect, and consideration;
 - 2. A client as not subjected to:
 - a. Abuse;
 - b. Neglect;
 - c. Exploitation;
 - d. Coercion;
 - e. Manipulation;
 - f. Sexual abuse;
 - g. Sexual assault;
 - h. Seclusion;
 - i. Restraint, if not necessary to prevent imminent harm to self or others;
 - j. Retaliation for submitting a complaint to the Department or another entity;
or
 - k. Misappropriation of personal and private property by an outpatient treatment center's personnel member, employee, volunteer, or student;
and
 - 3. A client or the client's legal guardian:
 - a. Except in an emergency, either consents to or refuses treatment;
 - b. May refuse or withdraw consent to treatment before treatment is initiated;
 - c. Is informed of the client complaint process.
 - 4. A patient or the patient's representative:
 - a. Except in an emergency, either consents to or refuses treatment;
 - b. May refuse or withdraw consent to treatment before treatment is initiated;
 - c. Is informed of the client complaint process
 - d. Except as otherwise permitted by law, provides written consent to the release of the patient's:
 - i. Medical records, and
 - ii. Financial records.
- B. A patient has the following rights:
 - 1. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
 - 2. To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities;
 - 3. To receive privacy in treatment and care for personal needs;

4. To review, upon written request, the patient's own medical record utilizing the Records Access Request form.
5. To receive a referral to another health care institution if the outpatient treatment center is unable to provide physical health services or behavioral health services for the patient;
6. To participate or have the patient's representative participate in the development of, or decisions concerning treatment;
7. To participate or refuse to participate in research or experimental treatment; and
8. To receive assistance from a family member, representative, or other individual in understanding, protecting, or exercising the patient's rights.

Client Responsibilities:

Medicaid Services Manual 403.2 C1 states Medicaid Recipient Responsibilities:

1. Participate in the development and implementation of their individualized treatment plan.
2. Keep all scheduled appointments.
3. Inform their Medicaid providers of any changes to their Medicaid eligibility.