

Statements of Client's Rights

The San Fernando Valley Community Mental Health Center, Inc. safeguards and upholds the rights of all clients to receive treatment as outlined below:

1. The right to be treated with dignity and respect, at all times by staff, volunteers, Board Members and other persons.
2. The right to freedom from discrimination in all program and service areas, including respect for cultural identity, religion, disability, gender, age, sexual orientation and disability.
3. The right to freedom from verbal, emotional and physical abuse, financial or other exploitation, retaliation, humiliation, and neglect.
4. The right to receive services within a safe environment.
5. The right to receive access to services in a timely manner and provided by qualified and competent staff who are responsive and focused on best meeting the needs of the client.
6. The right to participate in the planning of your treatment and services.
7. The right to consideration of a request for a second opinion or change of provider.
8. The right to have your concerns fully considered within the program(s) that you receive services from.
9. The right to receive pertinent information relevant to treatment of your condition, and its relationship to program purpose and mission, goals, services and responsibilities in order to provide informed consent.
10. The right to receive information about the benefits and side effects of the medications being prescribed for you.
11. The right to a fair and amicable process to resolve grievances and concerns free from retaliation and service interruption.
12. The right to be referred to an appropriate third party, when necessary, for the mediation and resolution of grievances if a resolution is unable to be reached by following the Center Grievance Policy and Procedure.
13. The right to access your records, receive information about your diagnosis and treatment plan, receive information regarding any denial, reduction, or termination of services, and the right to confidential mental health care and record keeping as outlined by the Center's HIPAA Policies and Procedures governing confidentiality of PHI and client information and provided by Title 42, CFR, Part 2. (Please refer to your Notice of Privacy Practice received upon Intake and /or request a copy at your program service site).