

Seattle Counseling Service Client Statement of Rights

Seattle Counseling Service will make reasonable efforts to ensure your rights are protected in compliance with chapters: 70.96A, 71.05, 71.12 and 71.34 RCW.

You have the right to:

Receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age or disability;

- You have the right to receive services in your preferred language and Seattle Counseling Service will assist you with this process. Medicaid clients will not be charged for this service.
- Practice the religion of choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. Individual participants have the right to refuse participation in any religious practice;
- Be reasonably accommodated in case of sensory or physical disability (barrier free), limited ability to communicate, limited English proficiency, and cultural differences;
- Be treated with respect, dignity and privacy, except that staff may conduct reasonable searches to detect and prevent possession or use of contraband on the premises;
- Be free of any sexual harassment;
- Be free of exploitation, including physical and financial exploitation;
- Have all clinical and personal information treated in accord with state and federal confidentiality regulations;
- Receive a second opinion of your diagnosis and/or treatment recommendations.
- Review your clinical record in the presence of the administrator or designee and be given an opportunity to request amendments or corrections and/or pay for a copy;
- Receive a copy of agency complaint and grievance procedures upon request and to lodge a complaint or grievance with SCS, or Behavioral Health Organization), if applicable, if you believe your rights have been violated; and
- File a complaint with the department when you feel SCS has violated a WAC requirement regulating behavior health agencies.

Clients receiving publicly-funded behavioral health services have the following additional rights:

- Help make decisions about your care, including the right to refuse treatment
- Be provided a certified interpreter and translated material at no cost
- Be free from restraint or seclusion
- Receive information about the structure and operation of the Behavioral Health Organization (BHO)
- Receive information on available behavioral health benefits
- Receive a copy of behavioral health care patient rights
- Receive information and services you ask for, covered under Medicaid
- Receive quality services which are medically necessary
- Receive the amount and duration of services you need
- Have available treatment options and alternatives explained to you
- Receive an explanation of all medications prescribed and possible side effects
- Receive emergent or urgent care or crisis services
- Receive post-stabilization services after you receive emergent, urgent care, or crisis services that result in a hospitalization
- Make a mental health advance directive that states your choices and preferences for mental health care
- Receive information about medical advance directives
- Refuse any proposed treatment
- Choose a provider for yourself and your child (if your child is under 13 years of age)
- Make changes at any time to your providers or case managers and receive the services of an Ombuds in filing a grievance, appeal, or fair hearing
- Receive a written Notice of Service Change (Action) from the BHO if services are denied, limited, reduced, suspended, or terminated or you disagree with the plan
- Receive a list of crisis phone numbers
- Receive (the name, address, telephone number, and any languages offered other than English of providers in your BHO yearly or when you request it

You may also contact the Office of Civil Rights for more information at <http://www.hhs.gov/ocr>

*** In cases of attempted suicide, the client can expect Seattle Counseling Service to intervene and to seek medical treatment for the client. In cases of homicide or threatened homicide (must involve a clear and present threat), Seattle Counseling Service is required by law and has an ethical obligation to report such events to the Police Department. In cases of neglect, and in cases of sexual, emotional, and/or physical abuse of a minor, a developmentally challenged person, or an elderly person, Seattle Counseling Service has a legal obligation to report such instances to Children's Services or Adults Protective Services. In the rare event that any records are subpoenaed by a court of law, Seattle Counseling Services will not release such records. Seattle Counseling Service will follow the strict guidelines as outlined in the 42 CFR Part 2.