



# Rapha Counseling

## Client Rights

- Be treated with **dignity** and **respect**.
- Be treated fairly, regardless of race, religion, gender, ethnicity, age, disability, or payment source.
- Have treatment **confidential** and only shared when required by law.
- Receive **timely access** to care.
- Know your treatment **choices**, regardless of cost or coverage.
- Be involved in creating your **treatment plan**.
- Receive information in a **language** you understand.
- Get a clear explanation of your **condition** and treatment options.
- Know about **Rapha Counseling's** services and providers.
- Understand the **clinical guidelines** used in your care.
- Ask about your provider's **experience** and qualifications.
- Provide feedback on your **Rights** policy.
- Learn about **advocacy** and community support groups.
- File a **complaint** if needed.
- Know your **rights** and responsibilities in treatment.
- Request certain **preferences** in your provider.
- Have care decisions made based on your **treatment needs**.
- Receive information about **staff qualifications**.
- Decline or **withdraw** from treatment programs.
- Know who is responsible for managing your care and how to request a change.

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## Client Responsibilities

- Treat those providing care with **dignity** and **respect**.
- Provide necessary information to **providers** and **insurance companies** for quality care.
- Ask questions to **understand** your care better.
- Follow your agreed-upon **treatment plan**.
- Keep your **appointments** and notify providers in advance if you need to cancel.
- Inform your provider if the **treatment plan** isn't working for you.
- Let your provider know if you're having trouble **paying fees**.