

As a client of Monadnock Family Services (MFS), you have rights under state and federal laws.

You have a right to be treated with dignity and respect.

You have a right to privacy. All the information you share with staff of MFS is kept private, except in emergencies, like when someone's health or safety is at risk, or when we are required or permitted by law to disclose the information. MFS staff are required by law to report suspected harm to a child or disabled adult and any threat you might make to harm another person or property. Otherwise, your mental health information will be given to someone else only if you have given us written permission to do so. For more information about how we handle your personal information, ask for a copy of our [Notice of Privacy Practices](#).

You have a right to see your mental health record. If you think it contains an error, you may ask to add your own statement to your record. You can ask for a copy of documents from your record, however, you will be charged for the copies beyond 25 pages.

You cannot be denied services because of your race, color, age, gender, religion or creed, national origin, sexual orientation, sexual preference, gender identity, or degree of disability.

You have a right to information about the cost of your services.

You have a right to information about your mental health provider's qualifications.

You have a right to information about proper behavior by your mental health provider and to know that sexual contact between a provider and a client is illegal.

You have a right to request a meeting with the MFS staff who provide your treatment to talk about your mental health condition, your treatment choices and your goals. With some exceptions, you are here by choice. You can choose to leave, ask for a change in services or ask for a change in the providers you see.

You have a right to quality services that will help you in your recovery and to be as independent as you are able. You have a right to be part of choosing your own treatment. You will be informed of the possible risks, side effects, benefits and choices about your treatment. You can bring someone with you whenever you are asked to make choices about your services.

You can access our Emergency Services 24/7 by calling 357-4400.

If you behave in a way that is dangerous or disrupts services to other people, you may be suspended or terminated from services. You will be given written notice before that happens unless it is an emergency. You can appeal a suspension or termination from services.

If you think any of your rights have been violated, you can file a complaint. Any staff member can give you information on how to file a complaint. You will not be punished if you complain.

ALONG WITH THESE RIGHTS COME CERTAIN RESPONSIBILITIES AS A CLIENT

You are expected to treat other clients and MFS staff with respect. You cannot disrupt services or the treatment of other clients. You may not do anything that will cause risk or danger to anyone, or damage property.

You should ask questions about anything you do not understand and speak up when you don't agree. Carefully read any papers you are asked to sign and ask for help when you need it. Be an active participant in your care!

Call the day before if you must miss an appointment. Repeated missed appointments may result in discontinued services.

We will bill your health insurance, Medicaid or Medicare for your services. Most people pay for part of the cost of services. You must pay your share or you risk being suspended or terminated from services. If you choose not to use your insurance, you will have to pay the full cost of your services.

MY SIGNATURE INDICATES I HAVE BEEN INFORMED OF MFS CLIENT RIGHTS AND RESPONSIBILITIES AND HAVE BEEN GIVEN A COPY OF THIS DOCUMENT.

Client NAME: _____

DOB: _____

Client or Parent or Legal Guardian Signature and Date (Below):

DATE: _____