



Analysis Behavioral Analysis, PPLLC

2685 Airport Rd, Helena, MT 59601

Client Rights and Responsibilities

It is the Ascent Behavioral Analysis' policy to preserve the rights of clients and to facilitate the staff's awareness of these rights. The values of Ascent Behavioral Analysis support the need to foster the dignity and preserve the rights of each client. We recognize that no catalogue of rights can guarantee the kind of treatment a client has the right to receive. Therefore, in addition to the rights contained in this policy, we will continue to carry out all aspects of client care with primary concern for the value and dignity of the client.

Following is a list of clients' rights and responsibilities:

Client Rights

A. Appropriate and compassionate care:

Clients have the right to appropriate and compassionate care at all times and under all circumstances. Clients will not be denied appropriate care on the basis of age, race, religion, color, national origin, ethnicity, religion, sex, sexual orientation, gender identity or expression, physical or mental disability, marital status, socioeconomic status, or source of payment. Clients have the right to receive care that takes into consideration the psychosocial, spiritual, and cultural values that influence the way the client views their illness.

B. Staff Identification:

Clients have the right to know the identity and professional status of individuals providing care to them. All staff members are required to introduce themselves and explain their role in client care.

C. Information regarding medical conditions:

Clients have the right to receive information about their medical diagnosis, proposed course of treatment, procedures, and prospects for recovery unless this is medically contraindicated. This information should be communicated in terms the client can reasonably be expected to understand. If the provider withholds this information, he/she must record the reason in the client's record. When it is not medically advisable to give such information to the client, the information should be available to a legally authorized individual.

D. Safety:

Clients have the right to expect reasonable safety in the performance of procedures and safety in the environment.

E. Advance Directives:



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Clients have the right to formulate advance directives and have their care providers comply with these directives in accordance with applicable law.

F. Refusal of treatment:

Clients have the right to refuse treatment to the extent provided by law and to be informed of the medical consequences of that refusal. Clients who refuse care or treatment are responsible for the results of that decision. When refusal of treatment prevents the provision of appropriate care in accordance with ethical and professional standards, the relationship with the client may be terminated upon reasonable notice.

G. Research, educational or experimental procedures:

Clients have the right to information concerning research or experimental procedures proposed as a part of their care and have the right to refuse to participate in any such activity and refusal to participate will not jeopardize or affect care in any way.

H. Request for service:

Clients have the right to expect that within its capacity, the organization will respond to a client's request for service. Evaluation, service and/or referrals will be completed as indicated by the urgency of the case.

I. Freedom from restraints:

Clients have the right to be free from restraints except when necessary to protect the client from injury to self or others. The least restrictive restraint will be used whenever possible. Restraints must be administered in accordance with applicable and standard state code and regulations.

J. Access to the medical record:

Clients have the right to read their medical record. Clients also have the right to read and/or obtain copies of their completed medical record upon request.

K. Confidentiality of records:

Clients have the right to expect that communication and records regarding their care will be treated confidentially. Records will not be released except as authorized by clients or their legal representative.

L. Privacy - personal and informational:

Clients have the right to privacy in treatment and in caring for their personal needs.

M. Presenting a complaint:



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Clients and their family members or guardians have the right to present complaints to Ascent Behavioral Analysis about any aspect of the client's care from Ascent Behavioral Analysis.

N. Continuity of care:

Clients have the right to expect reasonable continuity of care, including discharge planning and discharge instructions. Clients are entitled to information concerning continuing health needs, alternatives for meeting those needs and be involved in discharge planning.

O. Information regarding reimbursement charges:

Clients have the right to receive an explanation of their reimbursement charge regardless of the source of payment.

P. Consent:

Clients have the right to reasonably informed participation in decisions involving their health care. Clients should not be subjected to any procedure without their voluntary, competent, and understanding consent or that of their legally authorized representative. Where medically significant alternatives for care or treatment exist, the client shall be so informed.

Q. Reasonable access to care:

Clients are given reasonable access to care without regard to race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, disability, or source of payment provided that the medical care needed is within the scope of services provided at Ascent Behavioral Analysis. Reasonable modifications and accommodations to policies, procedures and practices will be provided when requested by a patient with a disability or handicap to afford such a patient with the same services, privileges, goods, accommodations or advantages as non-disabled patients, unless the provision of the modification or accommodation would: 1) fundamentally alter Ascent Behavior Analysis program, services, goods, privileges, advantages, or accommodations, 2) involve issues of medical treatment, or 3) compromise patient care.

R. Other rights:

Clients will be notified when they are no longer eligible for insurance or when payment of their bill by others will end. Whenever possible, advance notice will be given.

Clients, and when appropriate, their families; will be informed about the outcomes of care, including unanticipated outcomes.

Client Responsibilities

Healthcare is a cooperative effort among clients, BCBA, and other staff. In addition to rights, it is expected that clients will assume these responsibilities to the best of their abilities.



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- A. Following the organization's rules and regulations as they are explained or as described in printed material.
- B. Providing, to the best of their knowledge, a complete and accurate medical history when requested to do so.
- C. Informing their provider if they do not understand their treatment plan or what they are expected to do.
- D. Following the recommended treatment plan presented by the provider (or designate).
- E. Informing their provider or organization representative if there is an unexpected change in their condition or if problems arise in treatment.
- F. Paying their reimbursement charge or for informing the organization if they cannot pay the bill so that other arrangements can be made. Clients are responsible for being familiar with the nature and extent of their insurance coverage including referral and authorization requirements.
- G. Clients and their families are responsible for reporting perceived risks in their care and unexpected changes in the client's condition. Clients and families also have the right to education about their role in helping to facilitate the safe delivery of care.