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CLIENT'S RIGHTS AND RESPONSIBILITIES

- Clients are responsible for keeping their appointments, arriving on time and notifying the office of any cancellations **at least 24 hours prior** to the appointment.
- Clients have the right to be treated with dignity and respect.
- Clients are responsible for treating providers and staff with dignity and respect.
- Clients are responsible for providing their medical provider with information needed to deliver quality care.
- Clients have the right to fair treatment regardless of race, religion, gender, ethnicity, age disability or source of payment.
- Clients are responsible for informing their provider when/if their treatment plan is no longer effective.
- Clients are responsible to follow their treatment plans and to inform their provider of any changes to the treatment plan made by other providers including any changes in medications.
- Clients have the right to have their treatment plan and other information kept private.
- Only in life-threatening situations or if required by law, can records be released without a signed consent from you.
- Clients are responsible for reviewing their care and treatment plans continuously and reporting effectiveness or ineffectiveness of the care plan to their provider.
- Clients have the right to information from staff/providers in a language they can understand.
- Clients should not be involved in any conscious behavior that could harm the lives of their providers, office staff or other clients.
- Clients have the right to an easy to understand explanation of their condition and treatment.
- Clients have the right to know all about their treatment choices regardless of cost coverage.
- Clients are responsible for addressing questions about their care to their provider and ensure understanding of their role in the treatment process.
- Clients have the right to get information about services offered by their providers and client roles in the treatment process.
- Clients are responsible for notifying their provider of any concerns regarding payment or insurance coverage.
- Clients have the right to request professional information about their provider.
- Clients have the right to know the clinical guidelines used in providing and/or managing their care.
- Clients have the right to provide suggestions on office policies and procedures.
- Clients have the right to complain and know about their complaint, grievance, and appeals process.
- Clients have the right to know about State and Federal laws governing their rights and responsibilities.
- Clients have the right to participate in the formation of their plan of care.

I understand my rights and responsibilities as stated on this sheet.

Client Signature

Date

Parent/Legal Guardian Signature

Date