

CLIENT RIGHTS STATEMENT

As a client of Three Rivers Therapy, you have individual participant rights regarding the services you receive. These individual participant rights are being provided to you, in writing, prior to receiving services in our facility. The individual participant rights are also available in alternative formats for individuals who are visually impaired, and in other languages which are common to our service area. Additionally, the individual participant rights are posted in public areas within the facility and are available to you upon request at any time.

If you feel as though your individual participant rights or any requirements of WAC 246-341-0600 have been violated at any time, you may request information on how to file a report to the appropriate department. Three Rivers Therapy staff will provide information and instructions for filing the report or assist you with completing the report upon your request. You may also file a report on your own, without informing Three Rivers Therapy staff. Three Rivers Therapy has posted information and instructions on how to file a report at public places within the facility, included but not limited to the client waiting area, the appointment check-in and check-out counters and the community board located at the main entry of the facility.

Three Rivers Therapy is required to provide all clients a statement of individual participant rights applicable to the services the agency is certified to provide, to ensure an individual's rights are protected in compliance with RCW 70.41, 71.05, 71.12, 71.24, and 71.34. In addition, to the extent that the rights set out in those chapters do not specifically address the rights in this subsection or are not applicable to all of the agency's services, the agency must provide a general statement of individual participant rights that incorporates at a minimum the following statements.

"You have the right to:

1. Receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age or disability;
2. 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;
3. Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency, and cultural differences;
4. 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 or to address risk of harm to the individual or others. "Reasonable" is defined as minimally invasive searches to detect contraband or invasive searches only upon the initial intake process or if there is reasonable suspicion of possession of contraband or the presence of other risk that could be used to cause harm to self or others;
5. Be free of any sexual harassment;
6. Be free of exploitation, including physical and financial exploitation;
7. Have all clinical and personal information treated in accord with state and federal confidentiality regulations;
8. Participate in the development of your individual service plan and receive a copy of the plan if desired;
9. Review your clinical record in the presence of the Director or designee and be given an opportunity to request amendments or corrections; and
10. Submit a report with the Department of Health when you feel the agency has violated a WAC requirement regulating behavioral health agencies."

To file a complaint directly with the Department of Health, please use the following contact information:

Health Systems Quality Assurance
P.O. Box 47857 Olympia, WA 98504-7857
360-236-4700