



# Client Rights and Responsibilities

## YOUR RIGHT TO SERVICES

Expect professional, quality services that are provided fairly in a non-discriminatory manner according to current law. You are encouraged to contact the Clinic Director for resolution of any concerns about the quality of services.

Be included in the development of an individualized Treatment Plan.

Receive services in the Behavioral Health Clinic during clinic business hours.

Decline Boys Town services at any time with adequate notice to Boys Town; you will be informed about options regarding your decision.

Have the right to file a grievance without interference or retaliation by contacting the 24-hour Boys Town National Hotline® at **1-800-448-3000** or the Council on Accreditation at **[www.coanet.org](http://www.coanet.org)**.

## YOUR RESPONSIBILITIES

Participate in the treatment planning process and include family members who are significant to treatment.

Follow treatment recommendations.

Notify a Boys Town employee of changes in your address, phone number, insurance, or other relevant information.

Communicate safety concerns to Boys Town employees.

Keep scheduled appointments and, when necessary, cancel them at least 24 hours in advance.