**Patient Rights and Responsibilities**

**Patient Rights**

* Receive high-quality service
* Be treated with respect and courtesy
* Have their information kept private and confidential
* Be listened to and have staff work with them to make a plan to address their concerns and needs
* Receive services in offices that are safe, clean and accessible
* Get information and support to help them make decisions to improve their situation
* Be served without discrimination
* Discuss their service with staff to identify if it is working for them and express any questions or complaints that they may have
* To be involved in their treatment
* Request a change of staff member if there is another staff person available who can address their issues -- they should know that discriminatory requests will not be considered
* The right to file a complaint
* The right to refuse treatment

**Patient Responsibilities**

* Treat the staff and others at Children’s Behavioral Services, LLC with courtesy and respect.
* Let Children’s Behavioral Services, LLC know 24 hours before if they cannot come to a scheduled appointment.
* Participate in any required task or record keeping as indicated by a Children’s Behavioral Services, LLC staff member.