

# THE PSYCHOLOGY CLINIC, Inc.

## CLIENT BILL OF RIGHTS

Wisconsin State Statutes require that every clinic certified by the State of Wisconsin Department of Health Services to provide outpatient mental health treatment, alcohol and other drug abuse treatment and emergency services (such as The Psychology Clinic, Inc.) notify its clients of their rights that are guaranteed by state law (under Wisconsin Statute 51.6 (1), DHS 94 Wisconsin Administrative Code, Wisconsin Statute 51.30 and DHS 92 Wisconsin Administrative Code).

### PERSONAL RIGHTS:

- You must be treated with dignity and respect, free of any verbal or physical abuse.
- You have the right to have staff make fair and reasonable decisions about your treatment and care.
- You cannot be treated differently because of your race, national origin, sex, age, religion, disability or sexual orientation.

### TREATMENT AND RELATED RIGHTS:

- You must be provided prompt and adequate treatment.
- You must be allowed to participate in the planning of your treatment and care.
- You must be informed of your treatment and care, including alternatives and possible side effects of medications.
- No treatment or medication may be given to you without your consent, unless it is needed in an emergency to prevent serious physical harm to you or others, or a court orders it. (If you have a guardian; however, your guardian can consent to treatment and medications on your behalf.)
- You must not be given unnecessary or excessive medication.
- You must be informed of any costs of your care and treatment that you or your relatives may have to pay.

### RECORD PRIVACY AND ACCESS LAWS:

- Staff must keep your treatment information private (confidential).
- Staff cannot release your records without your consent, unless the law specifically allows them to do so.
- You can ask to see your records. Staff must show you any records about your physical health or medications. Staff may limit how much you can see of the rest of your records while you are receiving services. They have to provide you reasons for any such limits. You can challenge these reasons in the grievance process. After discharge, you can see your entire record if you ask to do so.
- If you believe something in your records is wrong, you can challenge its accuracy. If staff will not change the part of your record you have challenged, you can put your version in your record.

### RIGHT OF ACCESS TO COURTS:

- You may sue someone for damages or other court relief if they violate any of your rights.

### GRIEVANCE RESOLUTION PROCESS:

- If you feel your rights have been violated, you may file a grievance.
- You cannot be threatened or penalized in any way for filing a grievance.
- The service provider or facility must inform you of your rights and how to use the grievance process.
- You may, at the end of the grievance process, or any time during it, choose to take the matter to court.

Contact your Client Rights Specialist, whose name is shown below, to file a grievance or to learn more about the specific grievance process used by the agency from which you are receiving services.

Your Client Rights Specialist is:

**Terry Murphy at (608) 234-3421**

Any person who receives services at The Psychology Clinic, Inc. is asked to review and sign a copy of this client rights and grievance procedure information sheet. You may retain a copy of this form. Your signature indicates that you have been provided this information and that you have reviewed this document.

---

**Client/Legal Representative signature**

---

**Date**

---

**Provider Representative signature**

---

**Date**