



Client Rights and Responsibilities

Care Coordination Service Philosophy:

The care coordination program uses a strengths-based, client-centered, collaborative approach to client care. This approach builds the foundation for a healthy and productive service partnership. The role of the care coordinator is to support client achievement of goals, centered upon an improved quality of life and well-being, by providing a comprehensive continuum of care throughout all phases of HIV disease.

Your care coordinator is like a partner. He or she needs your help in order for you to get the services and care that you need and want. As a partner in this process, you have certain rights and responsibilities:

Your Rights:

1. You have the right to receive all services offered by Ryan White Part B and its partners for which you are eligible regardless of age, sex, gender identity, sexual orientation, color, race, creed, national origin, culture, ancestry, religious persuasion, marital status, political belief, physical or mental disability, linguistic differences, pregnancy, military or veteran status, or any other thing protected by law (CR 1.01a, CR 1.05c).
2. You have the right to receive services during Tulsa CARES business hours of operation Monday-Thursday 9:00-12:00 and 1:00-5:00 and Friday 8:00-12:00 and 1:00-4:00. Client business hours are posted on the Tulsa CARES front door and on the Tulsa CARES website (CR 1.01c).
3. You have the right to confidentiality within the limits of the law. Your file and/or information may not be given to outside parties not affiliated with Tulsa CARES without your written permission (CR 1.01e).
4. You have the right to withdraw as a client of care coordination at any time. If you change your care coordination services to another provider, you may not be able to become a client at Tulsa CARES immediately if you later choose to come back to Tulsa CARES (CR 1.01d).
5. You have the right to self-determination. This means you have the right to make your own decisions about your life and how you live it (CR 1.01a).
6. You have the right to receive services in a safe, non-discriminatory, and non-judgmental environment (CR 1.01a, CR 1.05a).
7. You have the right to be treated with professionalism, respect, and courtesy within a setting that provides the highest amount of privacy and dignity as possible (CR 1.01a).
8. You have the right to be told about resources that may better meet your needs outside of Tulsa CARES (CR 1.01a).
9. You have the right, upon 10 (ten) days written notice, to review your Tulsa CARES file with a mental health professional present during the review (CR 1.01a).
10. You have the right to voice complaints and concerns without interference, pressure, or reprisal (CR 1.01f).

Your Responsibilities:

1. You have the primary responsibility to maintain regular, ongoing contact with your care coordinator, although your care coordinator will make attempts to keep in touch with you on a regular basis (CR 1.01b).
2. **You have a responsibility to provide accurate and relevant information to your care coordinator and to keep your care coordinator updated on any changes in this information, including address changes. Without accurate information it is impossible to develop a realistic plan for your situation or to assure your eligibility for programs or services (CR 1.01b, CR 1.04). Any changes in your household size, employment, income, and support will need to be reported to Tulsa CARES within 10 (ten) days of such change. False and/or fraudulent information provided to Tulsa CARES will result in your being discharged as a client of Tulsa CARES (CR 1.01d).**
3. You have a responsibility, in accordance with program rules and expectations, to assist your care coordinator in developing a care plan to meet your individual needs and to follow through on the things you agree to do on this plan (CR 1.01b, CR 1.05b).



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4. You have a responsibility to notify your care coordinator if you cannot keep a scheduled appointment. Your care coordinator may not be able to meet with you if you are more than 15 minutes late for an appointment. If you are running late, you must notify Tulsa CARES of the delay, and your appointment may need to be rescheduled (CR 1.01b).
5. You have a responsibility to treat service providers with the same respect that you expect and deserve. Behaviors such as profanity, harassment, verbal threats, and/or physical threats directed toward Tulsa CARES staff, volunteers, guests, and/or other clients are grounds for immediate dismissal from Tulsa CARES services. Tulsa CARES responds to aggressive and hostile behaviors seriously because we must protect the safety of our clients and staff (CR 1.01b, CR 1.01d).
6. You are required to honor the confidentiality of other clients that you see at Tulsa CARES. This means you will not disclose the HIV status of another Tulsa CARES client to anyone (CR 1.01b, CR 1.01e).
7. You have the responsibility to refrain from using tobacco products while on Tulsa CARES premises. This includes all areas of Tulsa CARES property, including the parking lot, and near any building entrances or exits (CR 1.01b).
8. You have a responsibility to participate in client satisfaction surveys regarding Tulsa CARES programs and services. This allows us to report back to funders that sponsor the services that you receive (CR 1.01b).
9. You have a responsibility to provide your care coordinator with information about the status of your medical care. You are encouraged to bring a copy of your lab work every six months for your file to meet this requirement (CR 1.01b).

How to File a Complaint:

1. If you feel your rights as a client have not been honored, you may choose to file a formal grievance by completing a Client Grievance Report. You may ask any member of the Tulsa CARES staff for a blank copy of this report to complete. If you need help writing the report, you may ask for help from a program director or you may ask a friend or family member to help you (CR 1.01f).
2. You will turn in the report to Administration and at this time you may ask for a copy of the report (CR 1.01f).
3. A program director will review the report within 5 business days and you will receive a written statement of the agency's response within 7 business days following the agency's review of your complaint (CR 1.01f).
4. If you wish to appeal the decision, you must submit an appeal in writing to Administration. Administration will provide you with a copy of the final decision in writing (CR 1.01f).
5. If your complaint involves Administration, your complaint will be given to the President of the Tulsa CARES Board of Directors for review (CR 1.01f).

Please realize that these same rights and responsibilities also apply in working with any Tulsa CARES employee, representative, or volunteer.

- I realize that, due to demand exceeding available resources, there may be a waiting list for any or all of its programs and services.
- I understand that I, as a client, and Tulsa CARES, as a provider, must abide by all of the rules and regulations set forth by funding sources including but not limited to the Oklahoma State Department of Health (OSDH), and the Health Resources and Services Administration (HRSA).
- I have read, or have had read to me, the above rights and responsibilities and agree to follow these in my partnership with Tulsa CARES.
- I acknowledge that I received a copy of this form. A copy will be placed in my Tulsa CARES file.

Comments:



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Client Signature

Date:

Parent, Legal Guardian, or Power of Attorney, if applicable

Date:

Care Coordinator

Date: