



Client Rights and Responsibilities

As a participant in case management, you have the right...

- To be treated with respect, dignity, consideration, and compassion
- To receive case management services free of discrimination on the basis of race, color, sex/gender, ethnicity, national origin, religion, age, class, sexual orientation, physical or mental ability.
- To participate in creating a plan for case management services.
- To be informed about services and options available to you.
- To reach an agreement with your case manager about the frequency of contact you have either in person or over the phone.
- To withdraw your voluntary consent to participate in case management, but you will no longer be eligible for Ryan White Part B services.
- To have your medical records and case management records be treated confidentially.
- To have information released only in the following circumstances:
 - When you sign a written release of information.
 - When there is a medical emergency.
 - When a clear and immediate danger to you or others exist.
 - When there is possible child or elder abuse.
 - When order by a court of law.
- To file a grievance about services you are receiving or denial of services.
- To not be subjected to physical, sexual, verbal and/or emotional abuse or threats.

As a participant in case management you have the responsibility ...

- To treat other clients and staff of this agency with respect and courtesy.
- To protect the confidentiality of other clients you encounter at this agency.
- To participate as much as you are able in creating a plan for case management.
- To let your case manager know any concerns you have about your case management plan or changes in your needs.
- To make and keep appointments to the best of your ability, or if possible to phone to cancel or change an appointment time.
- To stay in communication with your case manager by informing him./her of changes in your address or phone number and responding to the case manager's calls or letters to the best of your ability.
- This program involves the receipt of federal and/or state funds; any person supplying false information is subject to state and/or federal criminal prosecution, which may result in fines, imprisonment, or both. Additionally, there will be an immediate six month suspension from RWPB Programs and ADAP.
- To not subject agency case managers, staff, or other clients to physical, sexual, verbal and/or emotional abuse or threats.