



CLIENT RIGHTS – SUBSTANCE USE DISORDER TREATMENT SERVICES

Each client receiving substance use disorder treatment services shall have the following rights, which shall be respected and upheld at all times. These rights include, but are not limited to:

1. **Confidentiality** – The right to confidentiality as provided for under Title 42, Chapter I, Subchapter A, Part 2, Sections 2.1 through 2.67 of the Code of Federal Regulations.
2. **Respect and Dignity** – The right to be treated with dignity, honesty, and respect in personal relationships with staff and other individuals, and to receive ethical care.
3. **Safe and Supportive Environment** – The right to be accorded safe, healthful, and comfortable accommodations that meet individual needs in a treatment setting that is safe and ethical.
4. **Freedom from Abuse and Exploitation** – The right to be free from intellectual, emotional, verbal, and/or physical abuse, exploitation, coercion, prejudice, or inappropriate sexual behavior.
5. **Freedom from Discrimination** – The right to receive services free from discrimination based on race, color, ancestry, national origin, religion, creed, age, disability, sex, sexual orientation, gender identity or expression, marital status, medical condition, or military or veteran status.
6. **Access to Emergency Care** – The right to be afforded access to emergency medical or dental care when necessary.
7. **Right to Privacy in Treatment** – The right to privacy in treatment and in the care of personal needs.
8. **Informed Consent and Participation in Treatment** – The right to be informed of all aspects of treatment recommended, including:
 - a. The option of no treatment
 - b. The risks and benefits of treatment
 - c. Expected outcomes or results
 - d. The right to remain in treatment for as long as clinically appropriate
9. **Qualified and Evidence-Based Care** – The right to receive treatment from qualified staff using evidence-based practices.
10. **Integrated Care for Co-occurring Conditions** – The right to be treated simultaneously for co-occurring behavioral health conditions when medically appropriate and when the program is authorized to treat such conditions.
11. **Individualized Treatment Planning** – The right to receive an individualized, outcome-driven treatment plan and ongoing progress updates.
12. **Family and Support Services** – The right to receive support, education, and treatment services for family members and loved ones, if offered by the provider.
13. **Access to Records** – The right to access one's own client records in accordance with applicable laws and regulations.
14. **Grievances and Complaints** – The right to be informed of the procedures for filing complaints and grievances, including contact information for the California Department of Health Care Services (DHCS):
 - **Phone:** (916) 322-2911
 - **Address:** Department of Health Care Services, Substance Use Disorder Compliance Division, P.O. Box 997413, MS 2600, Sacramento, CA 95899-7413
15. **Post-Discharge Follow-Up** – The right to consent in writing before any follow-up services are conducted after discharge.
16. **Protection in Research** – The right to be protected in any research activities, with all studies fully complying with the California Research Advisory Panel and federal human subject protection regulations (Title 45, CFR, Part 46).
17. **Notification of Rights** – The right to be informed of these rights at the time of admission, evidenced by the client's signed acknowledgment or documentation in the clinical record that a written copy was provided.
18. **Regulatory Compliance** – The right to receive care that is compliant with Chapter 5 (commencing with Section 10500) of Division 4 of Title 9 of the California Code of Regulations, and any applicable certification standards under Health and Safety Code Section 11832.

COMPLAINTS

Complaints should be directed to:

***Department of Health Care Services Licensing and
Certification Branch, MS 2600 PO Box 997413 MS
2600
Sacramento, CA 95899-7413
Attention: Complaint Coordinator***

***(877) 685-8333
FAX (916) 322-2658
TDD: (916) 445-1942***