



Client Rights & Responsibilities

The Institute of Human Adjustment (IHA), including the Psychological Clinic, University Center for the Child and Family (UCCF) and University Center for the Development of Language and Literacy (UCLL), is strongly committed to ensuring that each client is treated in a fair and equitable way.

AS A CLIENT AT IHA, YOU HAVE THE FOLLOWING RIGHTS:

Access to Respectful Care

- Receive necessary care regardless of your race, sex (includes gender identity and gender expression), color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, disability, special disabled veteran and Vietnam-era veteran status, and height or weight. Reasonable accommodation will also be provided to persons with disabilities, to disabled veterans, and to accommodate religious practices
- Receive considerate and respectful care in a smoke-free environment
- Receive information about rules involving your care or conduct
- Be free from mental, physical, sexual, and verbal abuse, neglect, and exploitation
- Access protective and advocacy services
- Privacy

Your Medical Records

- Confidentiality, privacy and security of your records, both personal and medical. We may use or disclose PHI without your permission as described in our Notice of Privacy Practices, for example to coordinate your care or submit a claim to your insurance company. You have a variety of other rights related to your medical records that are explained our Notice of Privacy Practices. You may obtain a copy of this Notice by contacting IHA or downloading a copy at <http://iha.umich.edu/>.
- Request and obtain a copy of your medical record by calling the center and providing a signed release of information form (UCLL-734-764-8440; UCCF 734-764-9466; Psychological Clinic 734-764-3471)
- Ask that your information not be given out
- Request changes to your protected health information (PHI)

Involvement in Care Decisions

- Receive information about your diagnosis, health status, condition, treatment, prognosis, and unanticipated outcomes of care
- Know who is taking care of you and their professional titles
- Receive education about safe use of medications, potential food-drug interactions and counseling on nutrition and modified diets, as applicable
- Be involved in the planning, completion and review of your plan of care
- Refuse treatment to the extent permitted by law. It is our responsibility to discuss with you the possible results of your refusal.
- Participate in health care decisions
- Request treatment. However, your right to make decisions about health care does not mean you can demand treatment or services that are medically inappropriate or unnecessary.
- Receive full information about research procedures proposed as part of your care. You have the right to refuse to participate in research without jeopardizing your access to continuing care.

Concerns about Billing

- Details about all items on your bill. Upon request, information concerning financial help will be given to you. If you have a question about billing or insurance, you can contact the Centers directly for assistance (UCLL-734-764-8440; UCCF 734-764-9466; Psychological Clinic 734-764-3471)

Concerns about Care or Service

- Have health care information provided in a manner and form that you can understand
- Receive care in a safe setting
- Express any concerns you may have regarding your care or service. We encourage you to communicate concerns or compliments to the individuals or Center involved
- Speak-up to identify uncomfortable situations, confusion about the care provided or to be provided, or issues where real or perceived safety concerns are identified. Legal guardians and visitors also have this right
- File a formal written or verbal complaint with the Office of Patient Relations if your health care providers cannot promptly resolve your concerns. Patient Relations may be reached by calling (877) 285-7788, or writing to 1500 East Medical Center Dr., Ann Arbor, MI 48109-0058.
- File a complaint with the following organization if your concern is not resolved to your satisfaction by the Institute and/or the Office of Patient Relations.

Michigan Department of Community Health –
Bureau of Health Systems,
Complaint Intake, PO Box 30664,
Lansing, MI 48909, (800) 882-6006.

AS A CLIENT, YOU ARE RESPONSIBLE FOR:

- Providing a complete and accurate medical history. This history should include all prescribed and over-the-counter medications you are taking.
- Telling us about all treatments and interventions you are involved in
- Following the suggestions and advice prescribed in a course of treatment by your health care providers. If your refusal of treatment prevents us from providing appropriate care according to ethical and professional standards, we may need to end our relationship with you after giving you reasonable notice
- Being considerate of the rights of other Clients and personnel and property
- Providing information about unexpected difficulties you may have involving your health care
- Telling us if you clearly understand your plan of care and the things you are asked to do
- Making appointments and arriving on time. You must call in advance when you cannot keep a scheduled appointment.
- Meeting any financial obligations agreed to with IHA, including providing us with correct information about your sources of payment and ability to pay your bill