



# Client Rights & Responsibilities

The Mary A. Rackham Institute (MARI), including the Psychological Clinic, University Center for the Child and Family (UCCF), and University Center for Language and Literacy (UCLL), is strongly committed to ensuring each client is treated in a fair and equitable way.

## AS A MARI CLIENT, 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 be provided to persons with disabilities, 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 your PHI without your permission as described in our *Notice of Privacy Practices*. For example: to coordinate care or submit a claim to your insurance company.
- Ask that your information not be given out.
- Request changes to your protected health information (PHI).
- Add a statement to your medical record.
- 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.
- You have a variety of other rights related to your medical records that are explained in our *Notice of Privacy Practices*. You may obtain a copy by contacting MARI or downloading one at <http://mari.umich.edu/>.

### Involvement in Care Decisions

- Receive information about your diagnosis, health status, condition, treatment, prognosis, and unanticipated outcomes of care.
- Receive education about safe use of medications, potential food-drug interactions, and counseling on nutrition and modified diets, as applicable.
- 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.
- Participate in health care decisions.
- Know who is taking care of you and their professional titles.
- Refuse treatment to the extent permitted by law. It is our responsibility to discuss with you the possible results of your refusal.
- Be involved in the planning, completion, and review of your plan of care.
- 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.

## CLIENT RIGHTS CONTINUED...

### 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, contact the Center directly for assistance.

### 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 healthcare providers cannot promptly resolve your concerns. Patient Relations can be contacted by phone or in writing:  
(877) 285-7788 or 1500 East Medical Center Dr., Ann Arbor, MI, 48109-0058.
- If your concern is not resolved to your satisfaction by the Institute and/or the Office of Patient Relations, you can file a complaint with the following state office:  
Michigan Department of Community Health  
Bureau of Health Systems - Complaint Intake  
PO Box 30664, Lansing, MI 48909

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## AS A CLIENT AT MARI, 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.
- 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.
- Telling us if you clearly understand your plan of care and the things you are asked to do.
- Providing information about unexpected difficulties you may have involving your health care.
- Telling us about all treatments and interventions you are involved in.
- Being considerate of the rights of other clients and personnel as well as property.
- 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 MARI, including providing us with correct information about your sources of payment and ability to pay your bill

### Catherine Street Office

1111 E. Catherine St.  
Ann Arbor, MI 48109-2054

**The University Center for  
Language and Literacy**  
(734) 764-8440

### Washington Street Office

500 E. Washington St., Suite 100  
Ann Arbor, MI 48104

**The University Center for the Child and Family**  
(734) 764-9466  
**The University Psychological Clinic**  
(734) 764-3471  
**The Mary A. Rackham Institute Central Office**  
(734) 615-7853



**MARY A. RACKHAM  
INSTITUTE**

UNIVERSITY OF MICHIGAN  
mari.umich.edu