



CLIENTS' RIGHTS

As a client of New Concepts, you are entitled to the following rights:

1. **Respect and Dignity** – To be treated at all times with consideration, respect, and full recognition of your human dignity and individuality.
2. **Non-Discrimination** – To receive services free from discrimination based on race, ethnicity, color, religion, gender, sexual orientation, national origin, age, disability, diagnosis, or source of payment.
3. **Appropriate Services** – To receive services in a safe environment, in the least restrictive setting available, suited to your condition, and responsive to your cultural background.
4. **Self-Determination** – To participate in decisions about your care, including treatment planning, goals, and discharge.
5. **Informed Consent** – To receive information necessary to make informed decisions about treatment, including potential risks, benefits, and alternatives.
6. **Refusal of Services** – To refuse or discontinue services (within limits of law and contract), and to be informed of possible consequences of that refusal.
7. **Confidentiality & Privacy** – To have all information about your care handled confidentially, in accordance with state and federal law (including HIPAA).
8. **Access to Records** – To review your own clinical record, consistent with applicable law and professional standards.
9. **Freedom from Abuse** – To be free from physical, sexual, and verbal abuse, neglect, exploitation, coercion, retaliation, humiliation, or financial abuse.
10. **Freedom from Restraint** – To be free from restraint or seclusion except as permitted by law, and only to prevent immediate harm.
11. **Medication Rights** – To be informed about and to refuse medication (unless court-ordered or in emergencies), including an explanation of its risks, benefits, and side effects.
12. **Continuity of Care** – To expect continuity of care and a smooth transition when referrals or transfers are necessary.
13. **Religious & Cultural Rights** – To practice your religion and cultural customs, or to abstain, without interference.
14. **Family Involvement** – To involve family members or significant others in your treatment with your consent.
15. **Community Participation** – To participate in community activities and maintain social contacts, unless contraindicated.
16. **Access to Advocacy** – To be informed of and assisted in contacting an advocate, ombudsman, or rights officer.
17. **Grievances & Appeals** – To file a grievance without fear of reprisal, to have it investigated promptly, and to receive a written response.
18. **Notification of Rights** – To receive a written copy of these rights, explained in understandable language, and to be reminded annually.
19. **Research Participation** – To give informed, written consent before participating in research, with the right to refuse or withdraw at any time.
20. **Legal Rights** – To exercise all legal and civil rights, including voting, contracting, and managing affairs, unless restricted by a court.