Client Rights

At Partners in Autism, we strive to protect our clients' rights. We aspire to the highest standards of professional practice. While in our care, our clients have the right to:

1. Humane care and protection from harm in a safe and supportive environment
2. Be treated with respect and dignity
3. Information given to them in a reasonable and prompt timeframe to facilitate decision-making and participate in decisions about care
4. Receive clear and accurate information regarding service cost, billing practices, charges, and applicable financial responsibilities, including explanation of charges upon request
5. Access to quality services that are meaningful and appropriate
6. Services that comply with professional standards and state/regulatory law
7. Informed of the qualifications, credentials, and relevant areas of expertise of the professionals providing services
8. Informed consent or refusal or expression of choice regarding:
    a. service delivery and care
    b. release of information
    c. concurrent services
    d. make up of their service delivery team
    e. involvement in research projects (if applicable), and adherence to research guidelines and ethics if participating
9. Give consent before disclosure of their records (unless the requesting entity is not required by law to obtain consent)
10. An efficient procedure to handle their complaints and violation of rights
11. Be informed (in their usual mode of communication) of their rights and the complaint procedure including investigation and resolution procedures
12. Access or referral to:
    a. legal entities for appropriate representation
    b. self-help support services
    c. advocacy support services
13. Practice their religion
14. Be protected from violations of their Constitutional and Statutory rights
15. Be informed of updates/changes in their services and health status on a regular basis including:
    a. their medical condition
    b. their developmental and behavioral status
    c. risks of accepting services (or of treatment)
16. Withdraw from participation or refuse services (or treatment)
17. Privacy and confidentiality
18. Services using the least restrictive, appropriate interventions necessary to support their health, safety, independence, and individual needs
19. File a formal or informal complaint against any team member at any time and be informed of the result
20. Participate fully in their community
21. The opportunity to communicate/associate/meet privately with whomever they choose
22. Access and means to send/receive unopened mail
23. Access to a telephone with privacy for incoming/outgoing calls
24. Retain and use appropriate personal possessions and clothing
25. Receive services without being compelled to provide services
26. Receive compensation at the prevailing wage and commensurate with their abilities if they voluntarily chose to work for Partners in Autism
27. To experience continuity of care through coordinated services and appropriate communication among providers, including notification of significant changes in services delivery and assistance with transitions

28. A choice to change providers for any services or to discontinue any service
29. Per HIPAA, the right to request:
    a. That their health records be amended
    b. That the information shared with third parties be limited
    c. An account of any disclosures of protected health information (PHI)
    d. An account of exactly to what location(s) their PHI is sent
    e. That their formal complaints with us be kept in their records
    f. A paper copy of their rights, records, our policies, and procedures

In addition, our clients have the right to be free from:

1. Abuse, neglect, exploitation, retaliation, humiliation, mistreatment, or otherwise violated
2. Misuse of their funding. Partners in Autism will ensure that an individual's funding will be protected and will notify the appropriate authorities (case manager, guardian, APS/CPS, etc.)
3. Practices prohibited by law include:
    a. Corporal Punishment, which includes:
        i. forced physical activity
        ii. hitting
        iii. pinching
        iv. the application of painful or noxious stimuli
        v. the use of electrical shock
        vi. the infliction of physical pain
    b. Seclusion
    c. Emotional/Verbal abuse including any form of communication in the person's presence intended to cause:
        i. the individual to fear retaliation
        ii. the individual to fear restraint or confinement
        iii. the individual to experience emotional distress or humiliation
        iv. others to view the individual with hate, contempt, disgrace, or ridicule
        v. the individual to react in a negative manner
    d. Denial of the following without a physician's order:
        i. sleep
        ii. shelter
        iii. food
        iv. drink
        v. physical movement for prolonged periods of time
        vi. medical care/treatment
        vii. use of bathroom facilities
    e. Work/Labor done for others without pay unless:
        i. an individual is cleared by the US Dept. of Labor to be employed at special minimum wage rates
        ii. the work is part of the individual's typical housekeeping duties
        iii. an individual desires to volunteer in the community
4. Discrimination

*Partners in Autism staff/clients are expected to report any violation of our Policies. A "no reprisal" system is in place to protect those who report violations.

To report a violation, please use a "Violation of Rights Reporting Form" and submit it to the Director of Services and Director of Operations at Partners in Autism. Reports will be immediately investigated by the Director of Operations. Investigation and response will be completed as outlined in the Violation Reporting Policy, the Compliance Policy, and Article 6 (IAC 6-9-5)

Partners in AUTISM
FAMILY OWNED • FAMILY FOCUSED

*If you would like a printed copy of this document, please request one from our receptionist.

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