



## Client Rights Statement

### CLIENTS WHO RECEIVE TASC SERVICES HAVE THE FOLLOWING RIGHTS RESPECTED:

1. The client has the right to confidentiality of records as specified in 42 CFR, Part 2 and privacy as it relates to his/her protected health information as specified in the HIPAA privacy rules.
2. The client has the right to give or withhold informed consent, the right to refuse treatment or any specific treatment procedure and a right to be informed of the consequences resulting from such refusal, and expression of choice regarding treatment and regarding confidential information about the client, service delivery, release of information, concurrent services, composition of the service delivery team, and involvement in research projects, if applicable.
3. The client may decline services and has a right to be informed of the consequences resulting from refusal of those services.
4. The client has a right to have access or referral to legal entities for appropriate representation and access to self-help and advocacy support services.
5. The client receives individualized service and is provided information on the nature and type of services he/she will receive and other information in a sufficient amount of time to facilitate decision-making.
6. The client will receive services in the least restrictive environment, as appropriate and available.
7. The client, and parents or guardian (if applicable), actively participate in service planning.
8. The client has rights regarding confidentiality of HIV/AIDS status and testing and anonymous testing as specified in Illinois Administrative Code Section 2060.321.
9. The client may receive services from other organizations with or without the assistance of TASC.
10. The client is not subjected to physical, psychological, sexual, or fiduciary abuse, financial exploitation, sexual exploitation, humiliation, retaliation, or neglect.
11. The client is not denied service on the grounds of his/her refusal to volunteer for research or experimental procedures, and research guidelines and ethics are adhered to when clients are involved.
12. The client is informed of the rules and regulations of the program.

13. The client has the right to request the opinion of a consultant at his/her expense.
14. The client, through the assigned TASC case manager, has the right to request a referral for services not provided and the TASC coordinator/director will determine the appropriateness of the referral.
15. The client has a right to express his/her choice or preference of case manager, therapist, or other service provider.
16. The client has a right to inspect and copy his/her own healthcare information maintained by TASC.
17. The client has a right to request amendments to the healthcare information maintained by TASC.
18. The client has a right to request restrictions on certain uses and disclosures of his/her health information.
19. The client has the right to request that TASC communicate with him/her by alternative means or at alternative locations.
20. The client has the right to request and receive an accounting of disclosures that TASC has made of his/her health-related information.
21. The client has a right to receive a paper copy of TASC's Notice of Privacy Practices.
22. The client has a right to let TASC know how he/she feels about the services he/she receives through the grievance process by contacting Compliance at TASC via email ([compliance@tasc.org](mailto:compliance@tasc.org)) or phone (312-274-2625). The client will be informed on how to initiate a grievance for investigation and resolution of alleged infringement of rights through the TASC grievance procedures and provided with a description of the route of appeal available when a person disagrees with an organization's decision or policies.
23. The client has a right to contact the Guardianship and Advocacy Commission, 160 N. LaSalle St., Suite S500, Chicago, IL, 60601, 312-793-5900 and Equip for Equality, Inc., 20 N. Michigan Ave., Suite 300, Chicago, IL 60602, 312-341-0022. TASC staff shall offer assistance to the client in contacting these groups.
24. The client has a right to contact and file a complaint with the public payer or its designee regarding both payment and services and to be informed of the public payer's process for reviewing grievances. The client understands that he/she can call or write to the Illinois Department of Human Services (DHS)/Department of Mental Health (DMH) to discuss the concerns they may have about TASC services: 217-782-6470 or Illinois DHS/DMH, 319 East Madison Ave., Suite 3B, Springfield, IL 62701.
25. The client has the right to be notified of any client rights restriction(s) and to have his/her guardian(s) and/or any agency identified by him/her notified as well. If rights are restricted, justification of such rights restrictions and the procedure for removal of the restriction will be fully explained to the client and documented in the client's record. Documentation shall include a plan

with measurable objectives for restoring the client's rights that is signed by the client or his/her guardian, the Qualified Mental Health Professional (QMHP) and the Licensed Practitioner of Healing Arts (LPHA). In addition, notification of the restriction and a copy of the plan to remove the restriction of rights shall be provided to the client, the client's guardian, as appropriate, and any agency designated by the client.

26. While receiving services from TASC, the client's personal information may be protected by the Health Insurance Portability and Accountability Act (HIPAA) privacy rules. These rights are summarized in the Notice of Privacy Practices. Client privacy may also be protected under the Confidentiality of Substance Use Disorder Patient Records (42 CFR Part 2), the Illinois Mental Health and Developmental Disabilities Confidentiality Act, and the confidentiality of patient records as specified in Illinois Administrative Code 2060.319.
27. The client cannot be denied services because of age, sex, race, religious belief, ethnic origin, sexual orientation, marital status, HIV status, physical or mental disability, or criminal record that is unrelated to present dangerousness. The client cannot have services denied, reduced, suspended or terminated for exercising his/her rights. The client has the right to have his/her disabilities accommodated as required by the Americans with Disabilities Act of 1990 (42 USC 12101), Section 504 of the Rehabilitation Act, and the Human Rights Act [775 ILCS]. All TASC services are available to the client regardless of the source of financial support.
28. The client is informed on how to initiate a grievance for investigation and resolution of alleged infringement of rights through the TASC grievance procedures and a description of the route of appeal available when a person disagrees with an organization's decision or policies.
  - a) **TASC Grievance Procedures:** The client is directed to schedule a meeting with the assigned case manager to discuss and resolve the identified concerns. If the client is dissatisfied with the outcome of this meeting, he/she maintains the right to contact the case manager's supervisor to discuss any problem or complaint regarding his/her client status. If still dissatisfied, the client may continue to pursue a remedy through administrative resources using the TASC Grievance Form.
  - b) The client is entitled to seek remedy if any of the following situations arise:
    - i. client is denied access to case management services;
    - ii. client has determined that his/her rights to confidentiality or privacy have been violated; or
    - iii. client feels that the treatment or case management services rendered are detrimental to his/her health, safety, or well-being.