

# Client Resources

## **Confidentiality/Privacy:**

We understand that information about you and your health is very personal. There are several laws requiring Thrive Behavioral Health to maintain your privacy. We will make every effort to protect your privacy as required by law and will only use and disclose your protected health information (PHI) as allowed by applicable law. Information disclosed in treatment sessions is confidential and will not be given out to another person or agency, except with a signed release of information, court order, in cases where reporting is mandated by state or federal statute, or an exception provided for by law. A complete explanation of the organization's privacy practices is outlined in our Notice of Privacy Practices. If you have any questions, please contact Thrive's Privacy Officer.

## **Client Rights:**

Clients are informed of their client rights during our client registration /orientation process. Some of these rights include accessing services, reviewing your records, explanation of treatment services, consent and/or refusal to participate in services, Detailed information about your client rights is outlined in our client handbook which is provided to you on the first day of services.

## **Code of Conduct:**

Thrive Behavioral Health Staff, Board of Directors, Volunteers, Consultants and Students are responsible for following the principles outlined in its Code of Conduct policy. These standards govern the behavior and practices of all individuals representing Thrive Behavioral Health and apply to both service delivery and business operations. It is important for you to understand the Code of Conduct. A copy of the Organization's Code of Conduct is posted at each location. For more information, please contact your staff worker or the Human Rights Officer.

## **Complaint Procedure:**

As a client or former client, you have the right to express a concern or complaint to any Thrive Behavioral Health staff member or may ask for the help of an advocate to do so. The staff member providing assistance shall make every attempt to resolve an expressed concern as quickly as possible without discrimination or recrimination. When a concern is not resolved at this level, it shall be considered a formal complaint. Please contact our Human Rights Officer if you require assistance with the complaint procedure. Further details on the complaint process will be shared with you when you contact the Thrive and are also available for reference in our client handbook.

