

ROCK COUNTY HUMAN SERVICES DEPARTMENT  
Behavioral Health Division

**CLIENT RESPONSIBILITIES**

These responsibilities are designed to encourage your full participation in our services and to ensure a respectful, safe environment for all clients, staff, and visitors. We strive to maintain a culture of dignity and respect among employees, clients, family members, outside professionals, and others.

In this spirit, we ask you to agree to the following:

1. To provide accurate information, to the best of my ability, about my current difficulties and about my history. This includes participating in a detailed assessment as well as ongoing updates during treatment.
2. To cooperate with the staff and to ask questions about directions I do not understand.
3. To inform the staff of family members or other professionals that I wish to have involved in my care and to provide written consent to coordinate care with them.
4. To participate in the decision making process regarding my treatment and understand the purpose and probable results and risks of my treatment.
5. To arrive on time for appointments or to telephone at least 24 hours in advance when unable to keep an appointment.
6. To inform staff of address, telephone, insurance, and other status changes within 30 days or prior to my next visit whichever comes first.
7. To be prompt in payment of my bills, to provide the information necessary for insurance processing, and to be prompt about asking questions concerning my bills.
8. To be respectful of others, of other people's property, and other clients' privacy.
9. To avoid taking photos and/or using electronic devices in a way that is disruptive to others
10. To inform staff or management as soon as possible if I believe any of my rights may have been violated.
11. If staff do in-home visits, there may be guidelines about how these visits are conducted, including addressing my concerns and concerns that the staff may have

We prefer to discuss problems as they arise and to find mutually-agreeable solutions that promote our work together. We do, though, have a responsibility to maintain a safe, welcoming atmosphere, and we are required by law to inform clients that certain behaviors could result in being discharged from our services. This generally includes behaviors that disrupt clinic operations and/or violate others' rights. Examples are physical aggression, threatening and disrespectful behavior, profanity, failure to follow the reasonable direction of staff, and repeated lack of participation in treatment.