



## Client Rights and Responsibilities

Radiant Health recognizes that each client entrusted to our care has basic rights and we are committed to honoring these rights. Likewise, Radiant Health has the right to expect behavior on the part of the client, which considering the nature of their illness, is reasonable and responsible. We believe these are essential in establishing a good client-provider relationship. Radiant Health respects you as an individual and will provide all care with dignity, respect, and compassion. Radiant Health is a person and family centered organization. We will be respectful of your needs, preferences, and values. We will make sure you are involved in the treatment plan and that you can provide self-direction in the care you are receiving. Radiant Health is committed to shared decision-making.

### All Radiant Health clients have the right to:

- Not be discriminated against based on race, color, religion, sex, sexual orientation, HIV status, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, socioeconomic status, or any other characteristic protected by law.
- Not be discriminated against because the individual is unable to pay for healthcare/psychiatric services.
- Not be discriminated against because payment would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP).
- Request virtual visits with the understanding that Radiant Health may determine that certain services are best provided in person.
- Receive services in a safe environment.
- Receive confidential care and record-keeping, which includes:
  - Confidentially maintained records, as required by law.
  - Records released only after obtaining written consent from the individual and only to those persons specified by the individual's consent.
  - An individual's right to inspect and receive a copy of their own records, unless denied for good cause.
  - Virtual visits that are just as private and confidential as in-person visits with both parties, upon request, allowing their device's camera to "scan the room" at the beginning of the video visit and the understanding that the client is



responsible for ensuring the visit on their end occurs in a private area where they can speak openly.

- Participate in the planning of an individualized written treatment plan and to understand the services provided.
- Refuse and discontinue treatment or medication at any time if you are an adult and voluntarily receiving treatment. (Indiana Code sec. 12-27-5-1).
- Freedom from seclusion and restraint except when necessary to prevent danger of abuse or injury to self or others.
- Receive information on the caregivers involved with my care, such as name, training.
- Report compliments, or concerns, without fear of retaliation.

You may report compliments or concerns by phone or in writing to:

Radiant Health  
Attention: Ombudsman  
505 North Wabash Avenue  
Marion, IN 46952  
765-662-3971

You may also provide compliments or complaints to the following organizations:

- Indiana Civil Rights Commission by filing electronically at [ICRC: How to File \(in.gov\)](#) or calling 800-628-2909
- The Division of Mental Health and Addictions, (DMHA), 800-901-1133
- Indiana Disability Rights by calling 800-622-4845, in writing to 4755 Kingsway Drive, Suite 100, Indianapolis, IN 46205; Email: [info@IndianaDisabilityRights.org](mailto:info@IndianaDisabilityRights.org)
- Indiana State Department of Health by calling 800-382-9480 or in writing to 2 N Meridian Street, Indianapolis, Indiana 46204, TEXT ONLY Number (317) 750.0246
- US Department of Health and Human Services, Office for Civil Rights electronically at [U.S. Department of Health & Human Services - Office for Civil Rights \(hhs.gov\)](#) or by mail or telephone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
800-368-1019; TTD 800-537-7697

**All Radiant Health clients have the responsibility to:**



- Provide, to the best of their knowledge, complete and honest information regarding matters relevant to your care, i.e., lifestyle, mental health issues that could affect your health or the health treatment plan, changes to your address, phone number.
- Understand and follow through with treatment plans, discuss any difficulties and ask questions regarding provider recommendations.
- Arrive at your appointments at agreed upon appointment times or give timely notice of cancellation, within 24 hours, so other clients may utilize that time.
- Treat other clients and staff with dignity and respect.
- To fulfill financial obligations for care and services.