



BILL OF CLIENT RIGHTS

Under Wisconsin State Mental Health Statutes and code, each individual in treatment has rights. **(DHS 35.24)** These "rights" are pertinent to outpatient mental health clinics. Should you need in-patient or residential treatment at another facility, you have additional rights.

TREATMENT RIGHTS

1. To receive prompt and adequate treatment
2. As a voluntary client, to refuse treatment or medication
3. To be free from unnecessary or excessive medication or drastic treatment.
4. To see the Clinic Administrator upon request.
5. To have specific, complete and accurate information about your treatment so you can render informed consent for care.
6. To be informed by clinic staff of the expected cost of treatment.
7. To request the second opinion of a consultant at your own expense.
8. To have treatment rendered in a comfortable, safe, and respectful treatment environment.

COMMUNICATION/PRIVACY RIGHTS

1. To refuse to be filmed or taped without your consent.
2. To have your treatment records and conversations about your treatment kept confidential, within limits of State Law.
3. To have access to your treatment record after discharge (or during treatment, if the facility director approves it).

YOUR RIGHT TO COMPLAIN

1. If you believe your rights have been violated, you have a right to use a formal or informal grievance procedure.
2. A Client Rights Specialist will honor your complaint and explain the grievance procedures. You will be given a written outline of the process.

The ERC Client Rights Specialist is Steve Baue. You have a right to legal action.

ERC's Outpatient Psychotherapy Clinic abides by all applicable client rights as cited in:

DHS35.24, s51.61 and DHS94

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To Reach Any ERC Office
1-800-222-8590