



Clear Horizons Clinical Services

853 West Center Street
Orem, UT 84057
(801) 358-4463

Clients Rights and Responsibilities

YOUR RIGHTS AND RESPONSIBILITIES AS A CLIENT OF Clear Horizons Clinical Services, LLC. Welcome to Clear Horizons Clinical Services, LLC. We hope that we can give you the kind of support and help that you are looking for.

When you receive services from Clear Horizons Clinical Services, LLC you have the right to:

- Receive high-quality service
- Be treated with respect and courtesy
- Have your information kept private and confidential except as described in Clear Horizons Clinical Services, LLC privacy statement
- Be listened to and have staff work with you to make a plan to address your concerns and needs
- Receive service in offices that are safe, clean and accessible
- Get information and support to help you make decisions to improve your situation
- Be served without discrimination
- Discuss your service with staff to identify if it is working for you and express any questions or complaints that you may have
- Request a change of staff member if there is another staff person available who can address your issues and your request is reasonable -- you should know that discriminatory requests will not be considered
- You will not be asked to participate in activities outside of treatment related objectives.
- This is what we ask from you:
- Treat the staff and others at Clear Horizons Clinical Services, LLC with courtesy and respect
- Let Clear Horizons Clinical Services, LLC know 24 hours before if you cannot come to an appointment.
- In accordance with the Utah Clean Air Act, we are a nonsmoking facility. Please be advised that smoking is prohibited in the building or within 25 feet. This policy includes the use of e-cigarettes.
- Privacy Officer The Privacy Officer for Clear Horizons Clinical Services, LLC is W. Marie Pickett, LCSW who can be contacted at 801-358-4463