



# Clear Horizons Clinical Services

## Clients Rights and Responsibilities

- This document describes your Rights and Responsibilities as a client of **Clear Horizons Clinical Services, LLC**. The Privacy Officer for Clear Horizons Clinical Services, LLC is W. Marie Pickett, LCSW

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

- Receive high-quality service
- Be treated with courtesy and respect
- Have your information kept private and confidential within the boundaries described in our Notice of Privacy Policy
- Be heard by staff to create a plan that addresses your needs and concerns
- Receive service in a safe, clean and accessible environment
- Gain information and support to help you make decisions to improve your situation
- Be served without discrimination
- Discuss your service with staff to identify whether your needs are being met or feel free to address any concerns or complaints that you may have
- Request a change of staff member if your request is reasonable. NOTE: A change may be based on availability and whether there is a staff member who can address your specific needs. Discriminatory requests will not be considered.
- You will not be asked to participate in activities outside of treatment related objectives

In return, Clear Horizons asks that you accept the following responsibilities:

- Treat Clear Horizon staff and others with courtesy and respect
- **Notify Clear Horizon main office, 48 business hours prior if you cannot keep a scheduled appointment. If 48 business hours is not given, Clear Horizons reserves the right to charge a full-service fee** (based on the going rate).
  - a. First missed appointment; A courtesy call will be made to reiterate policy
  - b. Second missed appointment, A full-service fee may be assessed (based on going rate)
  - c. If a client has three (3) failed appointments, Clear Horizons will remove that client from their regular service schedule. Arrangements will need to be made with the main office to request another appointment. 801-206-4200.
- In accordance with the Utah Clean Air Act, we are a Non-Smoking facility. Smoking (including e-cigarettes) is prohibited inside or within 25 feet of any Clear Horizons building.