the PROJECT

Statement of Client Rights

You have the right:

- To access services which will not be denied based on economic status, disability, national origin, ethnicity, race, religion, gender, gender presentation or gender identity, sexual orientation, or HIV status (in accordance with the Americans with Disabilities Act).
- To be treated as an important member of your healthcare team and to have your choices and needs valued.
- To receive care in a safe and secure environment, free from physical, verbal, or sexual harassment, swearing or disorderly conduct.
- To have all information about you, including HIV status, treated in a confidential manner in accordance with Federal and State laws.
- To receive information about your diagnosis, medical condition, and treatment in language you understand.
- To request a copy of your medical records.
- To be informed of services and programs available to you at The Project of the Quad Cities (TPQC)
- To receive services from other organizations with or without the assistance of TPQC staff.
- To refuse service or end your participation in any or all services provided by TPQC and to have the consequences of this decision explained to you without punishment or penalty.
- To know where and how to register a complaint or concern, and to know that your complaint or concern will be taken seriously.
- To know that you will not be penalized for registering a complaint or concern.
- To ask for the services of an interpreter and to know that TPQC will provide one.
- To continue to receive services if your financial circumstances or insured status has changed.

Statement of Client Responsibilities

You have the responsibility:

- To be an active member of your health care team and to follow the treatment plan that you and your provider agree upon.

- To ask questions and tell us when you do not understand a treatment option or decision being considered.

- To help your provider understand your concerns and the way your life circumstances may impact your care.

- To keep your provider informed of all services you are receiving from outside agencies or individuals.

- To notify The Project of the Quad Cities (TPQC) immediately if your contact or personal information and/or if your insured status or financial circumstances change.

- To come to your appointment without being under the influence of alcohol or illicit drugs. If you are under the influence of alcohol or other illicit substances, you may not be seen and you may be asked to reschedule your appointment.

- To attend your appointment and to arrive 10-15 minutes before your scheduled appointment time.

    - Please provide at least 24 hours advanced notice if you need to cancel your appointment.

- To answer all questions and fill out all paperwork completely and honestly, including (but not limitedto) information about your financial status, health conditions and care received elsewhere.

- To treat everyone at TPQC with respect. Physical, verbal, or sexual harassment of staff or other clients, swearing or disorderly conduct will not be tolerated. This type of behavior may result inimmediate termination from TPQC services.

- To not talk about or share anything you learn about other people who receive care at TPQC.

- To share your compliments and concerns and provide suggestions that will help us provide you thebest care possible