

Patient Information

Patient Rights

Every person who receives services provided by the Fond du Lac Human Services Division:

- Has the right to considerate and respectful treatment.
- Can expect to receive from the staff person supervising his/her care complete and current information regarding his diagnosis, treatment, care plans and outcomes in language the client can reasonably be expected to understand. In cases in which it is not advisable to give the information to the client, the information may be made available to an appropriate person on his/her behalf. Information, which is legally confidential, such as reporting child abuse, is not available to the adult client.
- Has the right to know by name and specialty the person responsible for his/her case coordination.
- Has the right to every consideration of his/her social, religious and cultural traditions.
- Has the right to privacy and respect as it relates to his/her care program. Case discussion, consultation, examination and treatment are confidential and should be dealt with as such.
- Has the right to expect reasonable responses to his/her questions.
- Has the right to inquire and review information concerning how the Fond du Lac human Services Division relates to other health and social services agencies in relation to his/her care.
- Has the right to expect reasonable continuity of care.
- Will be fully informed of services available in the Fond du Lac Human Services Division, related charges and fees and times of office hours.
- Has the right to participate or refuse participation in his/her care planning.
- Will be encouraged or assisted to understand and exercise his/her client rights without restraint, interference, coercion, discrimination or reprisal.
- Will be assured of confidentiality in the treatment of his/her records.
- Will not be expected to perform services for, or in any way feel obligated to the Fond du Lac staff.
- Has the right to refuse to participate in experimental research.
- Has the right to change primary physicians or dentists if other qualified physicians or dentists are available within the organization.
- Has the right to express grievance and/or offer suggestions to the organization by contacting the Division Director.

Patient Responsibilities

- Keep all appointments. Notify us as soon as possible if you need to miss your appointment.
- Provide staff with accurate information.
- Follow your treatment plans.
- Treat staff with respect and courtesy.