

## **Bill of Rights for People Receiving Audiology or Speech-Language Pathology Services**

Clients as consumers receiving audiology or speech-language pathology services have:

- The **Right** to be treated with dignity and respect
- The **Right** that services be provided without regard to race or ethnicity, gender, age, religion, national origin, sexual orientation, or disability
- The **Right** to know the name and professional qualifications of the person or persons providing services
- The **Right** to personal privacy and confidentiality of information to the extent permitted by law
- The **Right** to know, in advance, the fees for services, regardless of the method of payment
- The **Right** to receive a clear explanation of evaluation results; to be informed of potential or lack of potential for improvement; and to express their choices of goals and methods of service delivery
- The **Right** to accept or reject services to the extent permitted by law
- The **Right** that services be provided in a timely and competent manner, which includes referral to other appropriate professionals when necessary
- The **Right** to present concerns about services and to be informed of procedures for seeking their resolution
- The **Right** to accept or reject participation in teaching, research, or promotional activities
- The **Right**, to the extent permitted by law, to review information contained in their records, to receive explanation of record entries upon request, and to request correction of inaccurate records
- The **Right** to adequate notice of and reasons for discontinuation of services; an explanation of these reasons, in person, upon request; and referral to other providers if so requested.

These rights belong to the person or persons needing services. For sound legal or medical reasons, a family member, guardian, or legal representative may exercise these rights on the person's behalf.

***If you have a complaint regarding the services you have received at our center please contact the Director of Clinical Services or the Program Director at 660-543-4993.***