

Client Responsibilities:

- Provide, to the best of their knowledge, accurate and complete information about present needs and past evaluations, treatments, hospitalizations, medications, alcohol or substance use, advance directives and other matters pertaining to health or care
- Provide, to the best of their knowledge, accurate and complete information about current insurance coverage, contact information, and other applicable demographic information necessary for application or treatment purposes
- Notify Gateways contact of any changes in telephone number, address, e-mail or other pertinent demographic information
- Keep scheduled treatment appointments. If appointment cannot be kept, client is responsible for notifying the appropriate contact to cancel and/or to reschedule the appointment
- Interact with Gateways staff with courtesy and consideration
- Provide a safe home environment in which Gateways Therapy Services will be delivered
- Honor the fee arrangement as agreed with Gateways Therapy Services
- Work together with the therapist in the development of the treatment plan
- Inform the therapist if they do not understand the plan or not be able to follow through with it, or desire changes to the plan
- Help the Gateways Therapy Services Program staff improve its service and environment by providing feedback about service needs and expectations

Client Ethics:

Ethical responsibilities flow from all human relationships, and Gateways sets guiding principles that support staff in promoting inclusion, diversity, independence and safety for all clients in various stages of life, health, and illness.

Client's of Gateways should expect to have their personal values respected, staff that listens to their issues and helps them to gather information, so they can make informed decisions about their care.



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603-882- 6333

gatewaystherapy@gatewayscs.org



Client Rights, Responsibilities and Ethics

Gateways Therapy
Services include:

ABA Therapy
Physical Therapy
Occupational Therapy
Speech & Language Therapy

603.882.6333

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Client Rights:

- The right to be treated with dignity, respect, individuality and dignity
- The right to be free from verbal, non-verbal, mental or physical abuse or neglect
- The Right to privacy and confidentiality. This includes the right to give written consent prior to release of information and to give consent prior to taking of photographs or the recording by audio or visual equipment.
- The right to refuse treatment
- The right to fully participate in the assessment process
- The right to appeal treatment plan decisions
- The right to receive safe, appropriate and timely services
- The right to know the licensure and/or credential status of staff providing treatment
- The right to have concerns heard, reviewed and resolved
- The right to quality treatment including treatment and services in accordance with Gateways Policies
- The right to receive treatment from individuals meeting the licensing requirements and other applicable rules of state agencies and services provided in keeping with generally accepted clinical and professional standards applicable to the persons and programs providing the treatment and to the conditions for which the client is being treated
- The right to provision of necessary services to eligible persons when those services are available, subject to the admission and eligibility policies and standards of each program
- The right to not be excluded from receiving services because of race, color, age, religion, sex, national origin, handicap, degree of disability, sexual orientation
- The right to access their records
- The right to have their personal property respected at all times
- The right to the provision, in accordance with the time frame set in the individual treatment plan, of all services or treatment to which a person is entitled
- The right to referral for medical care and treatment including assistance in finding such care and treatment in a prompt and timely manner
- The right to be informed of specific program rules
- The right to notice before termination of services
- The right to complain about alleged violation of rights
- The right to be informed in advance of the charges of services, including payment for care expected from third parties and any fees client is expected to pay

