Client Rights & Responsibilities

Your Rights
As a client of Lutheran Social Services of North Dakota, you are entitled to be treated with dignity and respect. You have a right to:

- Know the service provided will not be affected by your race, color, sex, national origin, age, religion or disability.
- Be informed of the qualifications of the people involved in your care.
- Request a change of staff, refuse a service or discontinue services completely, and be informed of the consequences of such refusal.
- Expect all communication and records pertaining to your service will be treated as confidential and protected to the best of our legal ability.
- Request to review your record, and request a copy if you wish. There may be a charge for the copy.
- Request an amendment or correction to your record. The agency may deny your request, but it must explain the reason for the denial.
- Expect the most appropriate and least intrusive services and resources will be provided based on your situation and needs.

Your Responsibilities
As a client of Lutheran Social Services of North Dakota, you have a responsibility to:

- Be actively involved in the services you are receiving and to help design your treatment plan.
- Inform the agency 24 hours in advance if you are unable to keep a scheduled appointment.
- Fulfill all agreements including payment of all financial obligations.
- Treat personnel and other people served by Lutheran Social Services of North Dakota with dignity and respect.

- Know the cost of the services you are receiving.
- Obtain a list of disclosures of your health and service information, other than for treatment, payment and operations.
- Ask that we communicate with you at a certain location or in a certain way.
- Request a restriction or limitation on the information we disclose about you for treatment, payment or health-care operations, or to someone involved in your care, within legal requirements.
- Know that the agency will report situations where there is a reasonable cause to believe that a minor is being abused or neglected or any situation when physical harm to self or another may occur.
- Be aware of the relationship the agency has with other organizations or programs that may impact your care.
- Receive a paper copy of the agency's Notice of Privacy Practices and to have them explained to you.

Guided by God's love and grace, Lutheran Social Services of North Dakota brings healing, help and hope.

www.lssnd.org