



Client Rights and Responsibilities

Rights of the Client. Clients have the right to:

1. Be treated with dignity, respect, and privacy, and to be free of financial and physical exploitation
2. Be involved in treatment planning, receive information about medical treatment in terms that are clear, concise, and understandable to them, decide to accept or decline a recommendation of treatment
3. Receive quality care without regard to race, color, age, sex, sexual orientation, cultural background, socioeconomic class, religion, or national origin
4. Practice any religion they so choose, as long as the practice does not infringe on the rights and treatment of others or services
5. Receive care in a safe, clean, comfortable, and accessible setting
6. Quality assessment based on direct observations and standardized tools
7. Receive care free from seclusion or restraints
8. No solicitation
9. Privacy and protection of private medical records
10. Receive prompt, appropriate, and necessary care, including guidance and recommendations for follow-up care and/or additional care when services are no longer effective or coverage has been exhausted, within contract limitations
11. Speak with Aura representatives regarding any questions or concerns relating to receiving care from Aura
12. Know the names and credentials of your service providers
13. Request an interpreter, to receive a detailed explanation of the treatment plan or any services being provided by Aura
14. Know the cost of your care and request an explanation of the charges (No cost applicable to Medi-Cal Recipients)
15. Refuse to be included in a research program or video recording, without limiting care
16. Receive information on policies and procedures that impact care or service delivery
17. File a complaint or grievance without affecting the quality of care being provided
18. File a complaint with the professional governing board of the Clinician (BACB)
 - a. Recourses for filing a compliant
 - i. <https://www.bacb.com/ethics>
19. Request treatment documents or records



Responsibilities of the Client. Clients have the responsibility to:

1. Follow Aura's policies and procedures impacting Client care and conduct
2. Be considerate of Aura staff, equipment, and materials
3. Be present during sessions in the home, community or clinic setting
4. Conduct yourself in a respectful manner, when interacting with Aura staff, including refraining from inappropriate language or behaviors and treating all Aura staff without discrimination in regard to race, color, age, sex, sexual orientation, cultural background, socioeconomic class, religion, national origin, or any other identifying characteristics protected under anti-discrimination law
5. Ask questions about interventions and treatment plan when you're uncertain of the care that will be provided
6. Give written consent to release records to other parties involved in care
7. Limit cancellations, to ensure consistent services can be provided and if needed, cancel within the rules of our cancelation policy
8. Provide accurate and complete information regarding behaviors, medical conditions, and any other health concerns to your clinical team
9. Participate in sessions as outlined in the treatment plan
10. Report matters regarding your service provider to Aura's management team
11. Pay bills owed to Aura on time (No cost applicable to Medi-Cal Recipients)