

## Example Client Bill of Rights

The following table provides an example of items that may be included in a client bill of rights. This form may be adapted by each MAP in collaboration with clients and in reference to model(s) of care employed.

### Respectful Care

You have the right to be treated with compassion and respect and to receive care in a manner that is respectful of your dignity, independence, and self-determination.

You have the right to have your identity (for example, gender identity, culture) respected.

### Information

You have the right to be informed about the risks and benefits of receiving managed alcohol, and to receive information on other treatment options and support services upon intake.

### Privacy

You have the right to privacy. Case discussion, consultation, examination, and treatment should be conducted in a way that protects your and every client's privacy.

You have the right to expect confidentiality. Your MAP providers will maintain confidentiality of your care and medical records except in cases required by law (for example, suspected abuse of a minor).

### Quality of Care

You have the right to receive, or be referred to, high quality evidence-based medical care.

You have the right to continuity of care. In case of travel, transition to another location, hospitalization, or incarceration, you have the right to continued care for the management of alcohol withdrawal symptoms and other alcohol-related harms, although you may not receive MAP due to limitations in availability.

### Involvement in Care

You have the right to work with your MAP provider and care team to create wellness goals for yourself and to receive care or referrals to meet those goals.

You have the right to involve your family and social circle (e.g., romantic partners, close friends, and other people of significance) in your care when appropriate. You also have the right to exclude your family and social circle from your care.

### Complaints

You have the right to make a complaint to the appropriate authority about any violation of your rights. [insert contact information for regulatory bodies and any other complaint mechanisms]