

HIP PARTICIPANT RIGHTS AND RESPONSIBILITIES



Participants have the right to:

Receive quality services in a respectful manner without discrimination

Make an informed choice of services

Know the qualifications of staff that provide them with services

Received and understand information and instructions about their service needs

Consent to or refuse services before they are provided

Know the nature and purpose of services

Be informed prior to any transfer or discharge from services

Expect confidentiality of information and protection of their HIP records

Receive timely response to their needs along with reasonable continuity and coordination of services

Know about charges for services

Know how to voice any grievance about their services

Receive services based on the HIP guidelines

Clients have the responsibility to:

Notify the agency of any changes to his or her insurance coverage, insurance provider or amount of monthly insurance premium

Inform HIP staff immediately if they have any concerns or problems with the service they are receiving