

Client Rights 101 for ALL patients

The basics of Sec. 51.61,
Wis. Stats., and DHS 94



Who does this apply to?

- Anyone who is receiving services for...
 - mental illness,
 - developmental disabilities, or
 - substance abuse
- anywhere in Wisconsin



- has "patient rights" under ss. 51.61,
Wis. Stats., and DHS 94, Wis. Admin. Code

Treatment Rights

All clients have the right to:

- Receive prompt and adequate treatment



- Participate in their treatment planning
- Be informed of their treatment & care

Treatment Rights (cont.)

All clients have the right to:

- Withhold consent for treatment and / or medications *

* (Except in an emergency or when court-ordered)

- Be free from any unnecessary or excessive medications





Treatment Rights (cont.)

All clients have the right to:

- Refuse electro-convulsive therapy
- Refuse drastic treatment
- Refuse experimental research



All clients have the right to:

- Be informed of their rights 
- Be informed of costs of their care
- Be treated with dignity & respect
- Be free from discrimination 
- Keep their civil rights (voting, etc.)
- Assistance in the exercise of their rights

All clients have the right to:

- Have staff make fair and reasonable decisions about them (decisions cannot be arbitrary)

- Not be filmed or taped *



* (in some settings a live monitor is OK - but not taping)

Record Privacy Rights

- Client records and information must be kept confidential
- Records cannot be released without the client's or guardian's consent *



(* There are 31 exceptions to this in ss. 51.30(4)(b), Stats.)

Record Access Rights

- Clients may see their health & medical records at any time
- During treatment, access to other records may be limited if the risks outweigh the possible benefits
- Clients may challenge the accuracy, completeness, timeliness or relevance of their records



Summary



- Client rights is THE LAW
- It is the duty of all staff to enforce the law
- There are civil and criminal penalties for staff who violate patients' rights, including breaching confidentiality
- Staff may also be disciplined by the provider for client rights violations

Summary (cont.)

- Treatment is a fundamental right
 - Professionalism is the key 
 - Staff must treat all clients with the dignity and respect each of us deserves
- (personal feelings about client behavior must be put aside) 