



## CLIENT RIGHTS

As a client of the San Mateo County STD/HIV Program, you have certain rights. These include:

1. **Considerate and respectful care.** The right to receive considerate, dignified, and respectful care and treatment regardless of your physical or emotional condition by all San Mateo County STD/HIV Program staff, interns, and volunteers.
2. **To be informed.** The right to be informed of what services the program provides, the method for obtaining these services, and the reasons why a service is not being provided.
3. **A reasonable response.** A response by a staff member in a reasonable manner to your request(s) for services provided by the San Mateo County STD/HIV Program.
4. **Nondiscrimination.** The right to quality services without discrimination as to race, color, age, disability, homelessness, religion, gender, national origin, economic status or sexual orientation.
5. **Confidentiality.** The right to expect that the San Mateo County STD/HIV Program will maintain the confidentiality of charts and records pertaining to the services you receive(d), except as otherwise provided by law. Any exceptions of confidentiality shall require you or your designee to sign a release of information. This does not apply to statistical data, which is required by funding agencies where a client's identity is not made known.
6. **Accessibility to your file.** The right to request a review of your file at a mutually agreed upon time with your social worker. Clients also have the right to request a photocopy of their records.

If you feel as if you are not being treated fairly, you may request a copy of the grievance procedure from a San Mateo County STD/HIV Program staff member or contact the agency below to discuss your complaint.

**HIV Consumer Rights Advocate**  
**1663 Mission Street, Suite 500**  
**San Francisco, CA 94103**  
**(415) 701-1200 ext. 312**

Staff signature: \_\_\_\_\_

Date: \_\_\_\_\_



## CLIENT RESPONSIBILITIES

1. Please keep your appointments with us. Let us know when you cannot, so that we can schedule another client for that time. Be open and honest with us about instructions that you receive concerning your welfare. Let us know immediately if you do not understand what we are saying.
2. It is your responsibility to tell your social worker about any changes in your living situation.
3. You have the responsibility to be considerate of other clients, staff, interns and volunteers. The San Mateo County STD/HIV Program retains the right to redefine, limit, or restrict services to anyone for any of the following reasons: fraudulent documentation, bodily injury/violent behavior, seriously verbally threatening behavior, broad or vague verbal threats, theft/vandalism, sexually inappropriate behavior toward others, willful breach of confidentiality, other behaviors deemed inappropriate by the Director of the San Mateo County STD/HIV Program. **No weapons of any kind will be permitted on-site at any office.**
4. Please do not ask us to provide services for which you have exhausted your eligibility.

It is the San Mateo County STD/HIV Program's goal to continue to provide services to a client while addressing concerns about his/her unacceptable behavior(s). However, there may be occasions where it may be necessary to impose certain restrictions on a client's access to services. Every effort will be made to discuss with you the potential of limiting services prior to a start date unless there is a perceived risk of bodily injury. If you feel that you are not being treated fairly or properly, you have the right to discuss this with the Director of the San Mateo County STD/HIV Program. Clients are also encouraged to use the client grievance policy.

These responsibilities reflect the interest and philosophy of the entire staff of the San Mateo County STD/HIV Program.

By signing below, I acknowledge that I have read the San Mateo County STD/HIV Program Client Rights & Responsibilities.

Client signature: \_\_\_\_\_

Date: \_\_\_\_\_