



CLIENT RIGHTS:

As a client at this agency receiving services funded by Ryan White Part A, you have the following rights:

- **To be served without regard to age, gender, race, color, religion, national origin, sexual orientation, political affiliation or disability.**
- **To services that are considerate and respectful and free from abuse, neglect and exploitation.**
- **To privacy. No information that would directly or indirectly reveal your health status may be disclosed to anyone outside the agency without your informed, written consent as governed by local, state and federal law (exceptions: subpoenas from a court of law or when there is reasonable concern that harm may come to you or others).**
- **To communicate about your services in a language and format that you understand.**
- **To be informed of all agency rules and regulations related to your services.**
- **To initiate a complaint about your services and to be informed of the agency's grievance procedure.**
- **To withdraw your consent for services and/or seek services at another agency and to do so without pressure or intimidation.**
- **To know the qualifications of the staff providing you with services.**



Your RESPONSIBILITIES as a RW Part A Client:

- **To participate in the development and implementation of your service plan to the extent that you are able.**
- **To inform your case manager when you do not understand instructions or information that you receive.**
- **To keep your scheduled appointments with your case manager and other service providers and to notify them when you need to cancel or reschedule.**
- **To follow through with those activities that you agree to perform and to notify your case manager when you are unable to do so.**
- **To notify your case manager of services that you have obtained independently.**
- **To keep your case manager informed about the quality, appropriateness and timeliness of services that you are receiving.**
- **To communicate your needs to your case manager as quickly as possible, understanding that your case manager may not be able to satisfy “last minute” requests.**
- **To conduct yourself appropriately when interacting with persons involved in providing your services. Inappropriate behavior includes intoxication, threats, harassment and physical and verbal abuse.**



COMPLAINT PROCEDURES:

Certain services at this agency are funded by Ryan White CARE Act funds administered by Harris County Public Health.

By contract, this agency is required to maintain a client complaint procedure. If you have any questions on how to file a complaint with this agency regarding a Ryan White Part A funded service, call for instructions at:

Quality Analysts – RWGA Complaint Line
832-927-7560
English and Spanish

Or write to:

Harris County Public Health
Quality Analyst Section
2223 West Loop South, #600
Houston, TX 77027

If your complaint remains unresolved after you have followed all procedures with this agency, the Quality Analyst will inform you how to file a formal grievance.