



## Statement of Client Rights and Responsibilities

Nutritious Thoughts is committed to providing high quality, respectful, and compassionate care for those working to overcome difficulties with nutrition related concerns.

### Client Rights

This Statement of client rights and responsibilities is in our waiting room, posted on our website, and is also available upon request. As a client of Nutritious Thoughts, you have the right to:

- be treated with courtesy, dignity and respect for your individuality by those providing services and to receive courteous, considerate care and professional services;
- be free from discrimination or exploitation due to age, race, color, creed, religion, national origin, sex, marital status, disability, sexual orientation and public assistance status while seeking services;
- personal privacy, individuality and cultural identity; privacy will be respected by all staff;
- confidentiality of records and other protected health information, consistent with the requirements of state and federal law, and as defined in Nutritious Thoughts' "Notice of Privacy Policy & Practices";
- be informed that some information from your medical record (with your name removed) may be used for purposes of research, program evaluation, or training;
- receive accurate information about Nutritious Thoughts, its practitioners, services, Nutrition guidelines, and client rights and responsibilities;
- expect that all practitioners meet training and experience qualifications required by state law, and continually work toward maintaining expertise in providing nutrition services to individuals seeking care;
- be informed of the cost of professional services before receiving the services;
- receive information about your Nutrition Assessment, and to participate in an informed way in the decision-making process regarding your care;
- receive individualized care, including initial assessment; a fully developed plan of care; periodic plan of care reviews; and a plan of care supervised and carried out by competent, qualified and experienced professional providers;
- have family members or significant others participate in the planning of your care;
- refuse care recommended by a practitioner;
- voice concerns, grievances or appeals about Nutritious Thoughts;
- contact North Carolina licensing boards for public data on Nutritionists or Dietitians, or to report practitioner specific complaints.

### Client Responsibilities

As a client of Nutritious Thoughts, you have the responsibility to:

- openly share the concerns that brought you to seek care, and to provide, to the extent possible, information that Nutritious Thoughts staff needs in order to provide optimal care for you;
- treat other clients and client information with respect and confidentiality; client and care information learned in various care settings must be kept private and confidential;
- participate, to the degree possible, in understanding your health problems, developing mutually agreed upon care goals, and engaging in care;
- actively work toward your care goals and participate in your growth process;
- keep scheduled appointments and give at least 24 business hours prior cancellation notice when unable to keep your appointment. A pattern of failed appointments may result in discontinuation of services;
- be aware that not following care recommendations may compromise your health and safety, including leading to very serious medical and psychological consequences.