

---

As a client—or a parent, guardian, or legal representative—you have certain rights and responsibilities while receiving services from us. This document explains them in clear, simple language.

---

**You have the right to:**

1. Be treated fairly and with respect, no matter what your race, religion, gender, age, nationality, sexual orientation, or disability.
2. Receive services in a clean, safe place where you are protected from harm and your privacy is respected.
3. Get the care you need in the safest and least restrictive setting.
4. Choose your provider and help decide who is on your care team.
5. Be free from abuse, neglect, or mistreatment.
6. Have your personal belongings protected from theft or damage.
7. Learn ahead of time about any costs, billing, or limits on services. You may ask for a detailed bill and cannot be denied services if you cannot pay.
8. Receive fair pay for any work you do, following labor laws.
9. Be told all rules and guidelines for our programs.
10. Review your medical record. If some parts are restricted, you may request a review of that decision.
11. Have your records kept private and to know when information may be shared.
12. Be informed if any recording devices or cameras are used.
13. Give or refuse permission for medical procedures, except in emergencies.
14. Choose whether to take medication unless a court or guardian decides otherwise, or in an emergency.
15. Decide if you want to participate in research.
16. Change your mind and withdraw permission for anything you previously agreed to.
17. Have a treatment plan made just for you and take part in creating it.
18. Be considered mentally competent unless a court says otherwise.
19. Be free from unnecessary medication.
20. Be told about your care, including risks and benefits of treatment and medication.
21. Meet the staff responsible for your care and know their job roles.
22. Ask for a second opinion at your own expense.
23. Be told why you are being moved to another program.
24. Be informed of your right to appeal if services are denied, reduced, or stopped.
25. Request a Medicaid Fair Hearing.
26. Receive services that address both psychiatric and substance use disorders.
27. You can file an appeal if Metrocare decides to deny, stop, or reduce your services or support.
28. Practice your religion or choose not to join religious activities.
29. Receive treatment for medical issues that affect your care.
30. Get information about your health care rights and make advance directives.
31. Have people you choose notified if you are admitted or discharged.
32. Be told about a trust fund for keeping your personal money safe.
33. Receive written information about prescriptions ordered for you.
34. Get a written list of your medications within four hours of asking in writing.
35. Be free from physical restraints or seclusion unless ordered by a doctor. You must be told why it happened and what you need to do to be released.
36. Communicate with others privately through letters, calls, or visits.
37. Contact an attorney and have them contact you freely.
38. Have unrestricted visits with the Rights Protection Officer, Disability Rights representatives, your doctors, and other professionals.
39. Keep and use your personal belongings, including clothing or religious items.
40. Get a copy of these rights before receiving services. Another copy will be given to your guardian if you are under 18.
41. Have these rights explained to you in a language you understand within 24 hours of admission.
42. Make a complaint without fear of retaliation.

If you need help or want to report a concern, you may contact:

<p><b>Metrocare Client Rights Officer</b> 3242 Redmond Dr. Dallas, Texas 75211 214-743-1296 <a href="mailto:clientrightsoffice@metrocareservices.com">clientrightsoffice@metrocareservices.com</a></p>	<p><b>Texas Health and Human Services Complaint and Incident Intake</b> Mail Code E249 P.O. Box 149030 Austin, TX 78714-9030 1-800-458-9858 <a href="http://www.txhhs.my.site.com">www.txhhs.my.site.com</a></p>	<p><b>Health and Human Services Office of the Ombudsman</b> P.O. Box 13247 1-800-252-8154 <a href="http://www.heartbep-ext.hhs.state.tx.us">www.heartbep-ext.hhs.state.tx.us</a></p>
<p><b>Disability Rights</b> 1-800-252-9108 (voice and TDD) <a href="http://www.DRTx.org/Resources">www.DRTx.org/Resources</a></p>	<p><b>Department of Aging and Disability Services Consumer Rights and Services</b> 1-800-458-9858</p>	<p><b>HHSC Civil Rights Office</b> 1-888-388-6332</p>

If you believe you have been abused or neglected, you can report it to:

Texas Department of Family and Protective Services  
1-800-252-5400  
[www.txabusehotline.org](http://www.txabusehotline.org)

If you believe your attorney did not properly prepare your case or failed to represent you well, you may report the attorney's behavior to the State Bar of Texas by writing:

State Bar of Texas  
Chief Disciplinary Counsel's Office  
P.O. Box 13287  
Austin, TX 78711  
1-800-932-1900  
<https://sbotsservices.texasbar.com>

**As a client, you are responsible for:**

1. Giving correct and complete information about your health.
2. Asking questions when you do not understand something.
3. Keeping appointments or calling ahead if you need to cancel.
4. Following the treatment plan you helped create.
5. Treating other clients, visitors, and staff with respect and avoiding aggressive behavior.
6. Not sending inappropriate content (such as images or recordings) to staff.