



Date: _____
 Clinician: _____ Supervisor: _____
 Client Name: _____
 Birthdate: _____ Sex: **M** **F** Age: _____
 Address: _____
 City/State/Zip _____
 Phone: home: () _____ work: () _____ cell: () _____

Communicative health is a collaboration between client and clinician.

Clients' Rights

- To receive high quality, accessible, and culturally sensitive care.
- To be treated with respect, consideration, dignity, and concern for privacy.
- To receive treatment and care without discrimination with regard to race, color, national origin, age, religion, ability, marital status, sex, sexual orientation, and gender identity or expression.
- We offer a sliding scale and no client will be denied services because of inability to pay.
- To maintain the confidentiality of patient medical records and disclosures.
- To know one's provider's name, specialty, and position; to have access, upon request, of the Communicative Disorders Clinic process to verify provider credentials; and to change provider if requested, depending on availability.
- Clients have the right to have anyone they wish present during services, such as family members, an assistant, or chaperone.
- To receive complete, current information regarding diagnosis, treatment, alternate methods, and any potential consequences of treatment refusal.
- To have access to other clinical opinions before making treatment decisions.
- To have been provided, as required by law, a Notice of the Communicative Disorders Clinic Privacy Practices.
- To express any dissatisfaction to one's Graduate Student Clinician, the Clinical Supervisor, the Communicative Disorders Clinic staff, or the Communicative Disorders Clinic Director.
- To have information accessible from the Communicative Disorders Program Clinic Office staff regarding protocol and procedure for client comments, suggestions or grievances.
- To be informed of personal responsibilities involved in seeking speech-language therapy, and maintaining communicative health after treatment.
- To have access to materials providing information about communicative disorders. .
- To be informed of the right to refuse to participate in any research conducted at the Communicative Disorders Clinic.



**SAN FRANCISCO
STATE UNIVERSITY**

DEPARTMENT OF COMMUNICATIVE
DISORDERS
Graduate College of Education
1600 Holloway Avenue
San Francisco, CA 94132
Tel: 415/338.1001
Fax: 415/338-0916

Clients' Responsibilities

- To present details of condition in a clear, direct manner.
- To respond to other clients, student clinicians, clinical educators, and clinic staff with respect and consideration.
- To ask for clarification if information or instructions are not understood.
- To be on time for appointments, and if unable to keep an appointment, to cancel immediately so student clinicians and clinical educators can provide appropriate support.
- To assist student clinical and clinical educator in developing and individualized quality treatment plan.
- To pay any billed charges.
- To express grievances to the appropriate person as defined on our website and information sheets.

Client Signature: _____

Print name: _____

Date: _____