

COMPASS Cares Client Agreement Policy

Rights and Responsibilities

Who is Eligible?

Any Person residing within District 5-2, who is HIV +, is eligible to apply for services. Clients outside this area will be considered on an individual request. A letter from a physician or proof of a positive HIV test is required.

Services

- Medical Services – All clients are eligible for a medical evaluation.
- Case Management – All Clients are assessed, and care plans established.
- Mental Health / Substance Abuse Counseling /referral
- Resource Center – Food Pantry, Clothing Pantry

Clients' Rights and Responsibilities

1. Clients have the right to be informed of the services COMPASS Cares provides, how to obtain such services, and reasons for services not being provided.
2. Clients have the right to receive considerate, dignified, and respectful care and treatment by all COMPASS Cares personnel.
3. Clients have the right to refuse services or to terminate participation without recrimination.
4. Clients have the right to expect COMPASS Cares will maintain the confidentiality of the information in the medical record pertaining to services received, except as otherwise required by law (unless it involves suicide, homicide, abuse of a child or incapacitated adult, or specific danger to others). This does not apply to statistical data, which may be required by funding agencies where client's identity is not made known.
5. Clients have their responsibility to keep confidential information they may obtain while in COMPASS Cares (such as the identity of other COMPASS Cares clients).
6. Clients have the responsibility to notify COMPASS Cares personnel in advance if they must cancel an appointment.
7. English is the primary language of COMPASS Cares. If, however, a client does not speak, read, or write English, a translator will be made available.
8. In case of an emergency, clients have the responsibility of calling their physician or going to a local emergency room.
9. Clients should be aware there is a Grievance Policy and that it can be obtained at the clinic location or online at Compasscaresservices.com.

Involuntary Suspension of Services

When a client engages in behavior, which impedes COMPASS Cares' ability to provide services to that person or other clients, involuntary suspension may be necessary.

Clients may be suspended under circumstances where the clients do not cooperate in the context off COMPASS Cares guidelines.

Reasons for suspension may include, but are not limited to the following:

1. Aggressive or abusive behavior toward other clients, volunteers, or staff personnel.
2. Behavior that infringes on other client's abilities to receive services from COMPASS Cares.
3. Behavior or mental status that interfered with COMPASS Cares' ability to provide services.
4. A Medical diagnosis indicating that the client is not HIV+/AIDS, and that no further medical testing is warranted.
5. Failure to keep appointments or follow through with recommendations.

Prior to suspension, whenever possible, appropriate staff will meet with the client and establish written protocols under which the client may continue to receive services.