

Client's Rights:

As a participant in the ND Ryan White Program Part B, you have the right to:

- Be treated with respect, dignity, consideration, and compassion.
- Receive case management services Be treated with respect, dignity, consideration, and compassion.
- Receive case management services free of discrimination on the basis of race, color, sex/gender, ethnicity, national origin, religion, age, class, sexual orientation, physical and/or mental ability.
- Participate in creating a plan for case management services.
- Be informed about services and options available to you.
- Reach an agreement with your case manager about the frequency of contact you will have, either in person or over the telephone.
- Have your medical records and case management records be treated confidentially.
- File a grievance about services you are receiving or denial of services

Client's Responsibilities:

As a participant in the North Dakota Ryan White Program Part B, you have the responsibility to:

- Treat other clients and staff of this agency with respect and courtesy.
- Protect the confidentiality of other clients you may encounter at this agency.
- Not subject case managers, staff, or other clients to physical, sexual, verbal and/or emotional abuse or threats.
- Participate as much as you are able in creating a plan for case management.
- Let your case manager know any concerns you have about your case management plan or changes in your needs.
- Make and keep appointments to the best of your ability, or if possible, to phone to cancel or change an appointment time.
- Stay in communication with your case manager by informing him/her of changes in your address or phone number, income, and responding to the case manager's calls or letters to the best of your ability.
- Provide your case manager any requests for payment of bills within 30 days of the statement date and provide required documentation.
- Follow case manager directions to get assistance from other available programs and services.
- Stay in care by visiting your doctor regularly and take prescribed medication to ensure your health and well-being.
- Every six months recertify your eligibility and enrollment in the ND Ryan White Part B program. You **must reenroll by April 30th and recertify by October 31st** each year for continued Ryan White eligibility.

I understand the above information, and I have received a copy for my records.

Client/Guardian Signature

Date

Case Manager Signature

Date