

Patient Rights and Responsibilities

Patient Rights

Path Assist intends to provide services while respecting the following client rights:

Respect

Clients will be treated with dignity and respect regardless of age, race, gender identity, sexual orientation, national origin, religion, culture, disability, personal values or belief systems. Services provided are to be free from harassment, coercion, threats, or inappropriate conduct. Services will be delivered in a respectful, honest, professional manner.

Autonomy

Services will be provided in collaboration between clients and Path Assist staff members. Clients have the freedom to prioritize their needs and goals, as well as decline all or portions of Path Assist Services.

Confidentiality

All information the Client discloses during Path Assist will remain confidential with the exception of instances in which Client has authorized a release of information, instances involving risk of harm to clients/others, or mandated by law. Clients may revoke releases of information at any time by making a written request to a Path Assist staff member. Path Assist reserves the right to an internal review of cases for the purpose of supervision of staff, case staffing, and quality assurance.

Professionalism

Clients will be made aware of the scope and limitation of services within Path Assist. Path Assist staff members will work to conduct services in a professional manner at all times. Any conflict of interest may be reported to the Path Assist Grievance Team by emailing feedback@path-assist.com

Grievances

If for any reason a client feels they have a grievance, attempts should be made to resolve their concern with the Community Health Navigator. If this does not resolve the issue, the client may request assistance by emailing feedback@path-assist.com to further discuss the concern.



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Patient Responsibilities

Path Assist requires clients to be responsible for the following:

Respect

Clients are expected to treat Path Assist staff members with dignity and respect regardless of age, race, gender identity, sexual orientation, national origin, religion, culture, disability, personal values or belief. Path Assist reserves the right to end services at any time due to inappropriate behavior such as, but not limited to, verbal or physical threats, inappropriate sexual behaviors, disrespectful language, or dishonesty.

Participation

Clients are responsible for participating in the Path Assist program. This includes development of goals and working collaboratively with their Community Health Navigator.