

CLIENT BILL OF RIGHTS

Substance Use Disorder Treatment

Qadir Health adopts and makes this Client Bill of Rights available to all clients and prospective clients receiving or considering treatment for a substance use disorder, consistent with the California Ethical Treatment for Persons with Substance Use Disorder Act and Health and Safety Code Section 11857.2.

Every client has the right:

1

To be treated for the life-threatening, chronic disease of substance use disorder with honesty, respect, and dignity, including privacy in treatment and in the care of personal needs.

2

To be informed by the treatment provider of all aspects of treatment recommended to the client, including the option of no treatment, the risks of treatment, and the expected result or results.

3

To be treated by treatment providers with qualified staff.

4

To receive evidence-based treatment.

5

To be treated simultaneously for co-occurring behavioral health conditions when medically appropriate and when the treatment provider is authorized to treat those co-occurring conditions.

6

To receive an individualized, outcome-driven treatment plan.

7

To remain in treatment for as long as the treatment provider is authorized to treat the client.

Every client has the right (continued)

8	To receive support, education, and treatment for family members and loved ones if the treatment provider is authorized to provide those services.
9	To receive care in a treatment setting that is safe and ethical.
10	To be free from mental and physical abuse, exploitation, coercion, and physical restraint.
11	To be informed of these rights once enrolled to receive treatment, as shown by written acknowledgment or by staff documentation in the clinical record that a written copy of these rights was provided.
12	To be informed by the treatment provider of the law regarding complaints, including the address and telephone number of the California Department of Health Care Services.
13	To receive ethical care that complies fully with Chapter 5 (commencing with Section 10500) of Division 4 of Title 9 of the California Code of Regulations and the alcohol and other drug program certification standards adopted under Health and Safety Code Section 11830.1, when applicable.

Questions, concerns, and complaints

You may raise a concern or file a complaint without retaliation or adverse treatment. You may contact Qadir Health directly, the California Department of Health Care Services, or both.

Qadir Health	Privacy and Compliance Officer: Aftab A. Qadir, MD 9481 Pittsburgh Ave, Suite 100, Rancho Cucamonga, CA 91730 Call 909-970-5700 Secure text 818-654-4537 Info@qadirhealth.com
California DHCS	Licensing and Certification Division P.O. Box 997413, MS 2601, Sacramento, CA 95899-7413 Public: (916) 322-2911 Toll-free: (877) 685-8333 SUDComplaints@dhcs.ca.gov

Online complaint information: dhcs.ca.gov/individuals/licensing-and-certification-complaints

Statutory reference: California Health and Safety Code Sections 11857-11857.5 (SB 349).