Austin Public Health
Communicable Diseases Unit

CLIENT BILL OF RIGHTS

Each person who is receiving care from the Communicable Diseases Unit (CDU) of Austin Public Health (APH), including services funded by grantors such as the Texas Department of State Health Services, has a right to:

1. Not be physically or mentally abused or exploited.

2. Be treated with respect, consideration, and recognition of his or her dignity and individuality. The client must also render the same to the provider to receive personal care and treatment in safe, clean surroundings.

3. Appropriate care regardless of race, creed, color, national origin, sex, gender identity, age, religion, veteran status, disability or sexual orientation.

4. Receive communication in a culturally sensitive manner to address his or her needs for the purpose of getting treatment, care, or services.

5. Receive treatment, care, and services regardless of any disability.

6. Present grievance to APH management or Director, state agencies, or other persons without fear or denial of services. The grievance policy and procedures, as set by APH, will be presented and explained to the client by the service provider.

7. Have confidential medical records that cannot be released without his or her written permission unless permitted by law. A client may inspect his or her records that are maintained by APH and its providers upon written request.

8. Have freedom of choice when choosing a provider for comprehensive outpatient health and psychosocial support services.

9. Be given the opportunity to actively participate in the planning of his or her treatment or service plan.

10. Refuse treatment.

Notice of Non-Discrimination Policy

The Communicable Disease Unit employees will abide by the City of Austin Non-discrimination Policy and will not discriminate against any patient, client, coworker, and any internal or external customer based on race, creed, color, national origin, sex, gender identity, age, religion, veteran status, disability, or sexual orientation.