



Client Rights and Responsibilities

Information for Families

At Virtus Health, the welfare, rights, and needs of every child come first. As the parent or legal guardian of a child receiving services, you have the following rights, and we ask you to share in the following responsibilities. These apply to all Virtus Health services in Florida and Indiana, in every setting where services are provided.

Your Rights

You and your child have the right to:

- **Safety:** Receive services in a safe environment, free from abuse, neglect, exploitation, humiliation, or other mistreatment.
- **Respect and dignity:** Be treated with courtesy, respect, and dignity, with consideration for your child's individual needs, culture, and language.
- **Timely communication:** Receive prompt, clear responses to your questions and requests, in a language you understand, with interpreter support available at no cost.
- **Participation in care:** Participate in decisions about your child's assessment, treatment goals, treatment plan, changes in services, and discharge planning.
- **Knowing your providers:** Know the names, credentials, and qualifications of the professionals providing and supervising your child's care.
- **Consent:** Give informed consent before assessment and treatment, after receiving an explanation of recommended services, procedures, benefits, risks, and alternatives.
- **Withdrawal:** Decline or withdraw from services, or from any specific procedure, at any time, without affecting your right to other services or to file a concern.
- **Quality services:** Receive individualized, evidence-based services delivered by trained and supervised staff, with progress reviewed regularly using your child's data.
- **Continuity of care:** Receive advance notice of staffing or schedule changes whenever possible, transition and discharge planning, and referrals to other providers when Virtus cannot meet your child's needs.
- **Least-restrictive procedures:** Have your child's behavior supported with reinforcement-based approaches and the least-restrictive procedures that are effective. Restrictive procedures are used only as described in your child's behavior plan, with your consent, according to Virtus Health standards, and with notification to you.
- **Privacy and confidentiality:** Have your child's health information kept private and protected, as described in our Notice of Privacy Practices.
- **Access to records:** See and receive copies of your child's records and request corrections.
- **Transparency in billing:** Receive an estimate of expected costs before services begin, an explanation of your insurance coverage and financial responsibility, itemized invoices, our fee schedule upon request, and, if paying privately, a Good Faith Estimate.
- **Freedom from discrimination:** Receive services without discrimination, as described below.



- **Concerns and grievances:** Share a concern or file a grievance and receive a response, without fear of retaliation and without any effect on your child's services.

Your Responsibilities

As a parent or legal guardian, you are responsible for:

- **Accurate information:** Providing accurate and complete information about your child's health, medications, behavior, insurance, emergency contacts, and custody, and updating us when anything changes.
- **Attendance and participation:** Bringing your child to scheduled sessions and participating in caregiver training and treatment team meetings.
- **Timely communication:** Letting us know promptly about concerns, cancellations, schedule changes, and changes in your child's health.
- **Following the treatment plan:** Supporting your child's treatment plan, including practicing skills at home as recommended by your BCBA.
- **Payment:** Paying for services as agreed, or working with our Billing Team on a payment plan.
- **Respect:** Treating staff, other children, and other families with respect, and following center rules and safety requirements.
- **Following our policies:** Following the policies in the Caregiver Handbook and your signed client agreements.

Non-Discrimination

Virtus Health does not discriminate on the basis of race, color, national origin, age, disability, religion, sex (including pregnancy, sexual orientation, and gender identity), or any other characteristic protected by law, in admission to, access to, or delivery of services. Language assistance and reasonable accommodations are available at no cost. Please ask your Center Administrator.

Questions or Concerns

If you have a question about your rights or believe your rights have not been respected, talk with your Center Administrator or BCBA, email compliance@virtusbehavioralhealth.com, or use the secure Complaint, Grievance & Ethical Concern Form by scanning the QR code in your center's waiting area. You may report anonymously. Families receiving services in Florida also receive the Florida Patient's Bill of Rights and Responsibilities in their intake packet, and a copy is available from your Center Administrator at any time.