

## PATIENTS AND CLIENTS

This section will cover policies and procedures that are pertinent to the care of patients / clients of Wellness Pointe. Each one contains an overview of the policy that it is related to along with the policy number. You will have the opportunity, as you read each topic below, to take a moment and read the policy that is referenced. The complete Policy and Procedure manual is located within the Employee Portal.

### Discrimination

It is the policy of the Board of Directors that no client of the Corporation will be discriminated against due to their race, color, religion, sex, national origin, age, sexual orientation or disability. In addition, individuals will not be discriminated against due to prior military services.

*Policy 200.00*

### Eligibility

As Wellness Pointe provides medical services to the residents of the service are anyone is eligible to participate for the services offered. However, specific criteria may be made per individual. *Policy 200.01*

### Client Rights

It is the policy of the Board of Directors that violations of client rights by Corporation employees, employees of affiliates, and agents are forbidden. *Policy 203.00*

### Client Confidentiality

It is the policy of Longview Wellness Center to consider all records and information held at any Clinic site and by employees / volunteers to be confidential. *Policy 204.00*

### Client Compliant and Grievances

The Board of Directors shall require that the Executive Director develop procedures regarding client compliant and grievance procedures in accordance with applicable federal and state laws and funding source regulations. *Policy 205.00*

### Client Labor

Longview Wellness Center will not exploit clients by using client labor. *Policy 207.00*