

YOUR RIGHTS AS A CLIENT OF RYAN WHITE FUNDED SERVICES

As a client at an agency receiving services funded by the Ryan White Program, you have the following rights:

- ✓ To be served without regard to age, gender, race, color, religion, national origin, sexual orientation, political affiliation or disability.
- ✓ To services that are considerate and respectful and free from abuse, neglect and exploitation.
- ✓ To privacy. No information that would directly or indirectly reveal your health status may be disclosed to anyone outside the agency without your informed, written consent as governed by local, state and federal law (exceptions: subpoenas from a court of law or when there is reasonable concern that harm may come to you or others).
- ✓ To communicate about your services in a language and format that you understand.
- ✓ To be informed of all agency rules and regulations related to your services.
- ✓ To initiate a complaint about your services and to be informed of the agency's grievance procedure.
- ✓ To withdraw your consent for services and/or seek services at another agency and to do so without pressure or intimidation.
- ✓ To know the qualifications of the staff providing you with services.

Agencies funded by Ryan White Part A:

Accesshealth
Avenue 360 Health & Wellness
Houston Health Department
Legacy Community Health
Montrose Center
St Hope Foundation
Thomas Street Health Center
UT Health Science Center (*pediatrics*)
VA Medical Center (*Veterans*)

Agencies funded by Ryan White Part B &/or State Services:

Avenue 360 Health & Wellness
Legacy Community Health
Montrose Center
St Hope Foundation

Complaint Procedures

Certain services at the agencies listed above are funded by Ryan White Program funds administered by one of the entities below. By contract, each agency is required to have a client complaint procedure.

If you have questions on how to file a complaint with an agency regarding a Ryan White funded service, please call:

Project Monitor:

832-927-7560

RWComplaints@phs.hctx.net

Or write to:

Harris County Public Health
Ryan White Grant Administration
1111 Fannin Street, 16th Floor
Houston, TX 77002

Reachelian Ellison,
Consumer Relations Coordinator
713-526-1016, Ext. 104
ellisonr@hivtrg.org

Or write to:

The Resource Group
3700 Buffalo Speedway, Suite 250
Houston, TX 77098

If your complaint remains unresolved after you have followed all procedures with this agency, you will be informed on how to file a formal grievance.