

Birthline/Lifeline is a program of **Catholic Charities of the Diocese of Palm Beach**, a nonprofit, faith-based, charitable organization. All services are free of charge and provided by both paid employees and unpaid volunteers. All medical services are provided by qualified medical professionals and overseen by licensed medical professionals.

- The urine pregnancy tests provided are 97% to 99% accurate; however, a licensed medical professional should confirm all test results. If you receive a pregnancy test in our office, whether the result is positive or negative, it is important that you follow up with a licensed medical professional of your choice.
- Our client advocates are lay people, not necessarily licensed or degreed personnel. The support obtained here is not intended as a substitute for professional counseling.
- For your privacy, **Birthline/Lifeline** and its staff and volunteers do not consent to any recording, taping, photographing, or videotaping.
- **Birthline/Lifeline** does not benefit financially from your decision regarding your pregnancy. We do not perform or refer for abortion, but we provide information, services, and support so that you can make informed decisions about your pregnancy.
- **Birthline/Lifeline** takes a holistic approach in all services provided, which means that we help you address your physical, emotional, and spiritual needs, as much as we are able.

Client Privacy

Your personal information is private and confidential. As required by law, **Birthline/Lifeline** protects your privacy and ensures the confidentiality of your personal health information. You have a right to access your file. This information can only be given to you after you sign an authorization and provide proper photo identification. Your information may only be provided over the telephone or email if you have previously provided written consent. Further, your information cannot be released to other individuals and/or organizations without your written consent. **Birthline/Lifeline** staff and volunteers may contact you to confirm scheduled appointments at the phone number and/or email that you provide, unless you have specifically stated otherwise.

Your personal information may be used for internal purposes of record keeping, reporting, and case supervision. **Birthline/Lifeline** stores your confidential information in an internal database to capture and track information about individuals served. Only authorized staff and volunteers may use this database and access records. All information entered into this database is stored using secure technology which protects data from unauthorized users. Non-identifying information is used to provide reports for various funding agencies.

Catholic Charities attempts to provide quality service, which involves integrity in decision-making, freedom of choice for clients, and preference to professional responsibilities over personal interests.

Client Rights

1. Fair and equitable treatment provided in a non-discriminatory manner
2. Consistent enforcement of program rules and expectations
3. Reasonable accommodations to meet special needs of clients
4. Participation in all service decisions
5. Refusal of treatment or service, unless court-mandated
6. Information regarding fee, payments, consequences of non-payment, if applicable
7. Confidentiality, where a disclosure of client information is mandated by law or provided for in **Catholic Charities** policies
8. Access to grievance process when dissatisfied with service*
9. A copy of written Rights & Responsibilities specific to each program

Client Responsibilities

1. Adhere to written Rights & Responsibilities
2. Respect confidentiality of other service recipients
3. Comply with *Client Care Plan*
4. Pay agreed upon fees, if applicable
5. Keep scheduled appointments or give proper cancellation notice
6. Maintain respectful behavior at all times

***Catholic Charities** attempts to provide quality service, which involves integrity in decision-making, freedom of choice for clients and preference to professional responsibilities over personal interests. If you are dissatisfied with the services of **Catholic Charities**, we ask that you discuss this with the staff person providing the service. After discussion, if you have been unable to arrive at a satisfactory agreement, you have a right to request a review with the Program Administrator. If you are not satisfied during this meeting, you may complete the *Grievance Report Form* that can be obtained from the Program Administrator. Once completed, this form may be submitted, following the instructions provided.

All explanations regarding program services, client privacy and rights & responsibilities are visibly posted in our facilities. You may receive a copy of this information upon request.