



FEDERAL OCCUPATIONAL HEALTH

Improving the health, safety, and productivity of our Federal employees.



What's Your Role?

Rights and Responsibilities of the Individual (RI)

Roles of individuals within FOH to support end-user client's rights and responsibilities:

1. FOH Director – as the top level leader in the organization, work with other leaders within FOH to:
 - a. Establish and maintain an organizational culture that recognizes and respects RI of FOH end-user clients as noted in the FOH Client Rights and Responsibilities Doctrine
 - b. Approve FOH policies that address and support RI
 - c. Stay informed about changes within the industry that affect RI
2. Service Line and Center Directors/Deputies – as leaders of the service divisions and centers within FOH
 - a. Establish and maintain a division/center culture that supports RI
 - b. Provide division/center specific input to the modification and approval of FOH policies that address and support RI
 - c. Stay informed about changes within the industry that affect RI
 - d. Evaluate, address, and resolve issues that arise within divisions and centers regarding RI
3. Managers – as managers and overseers of field site operations
 - a. Support and enforce a divisional culture that supports RI
 - b. Determine and report needs for modification of FOH policies that address and support RI
 - c. Stay informed about changes within the industry that affect RI
 - d. Evaluate, address, resolve, and report issues that arise regarding RI within the field sites
4. Area Nurse Managers – as managers of day-to-day operations of individual CHS clinics
 - a. Working with and through the nurse coordinators and verify that all new clinic personnel are oriented, trained, and understand the following:
 - i. FOH policies that pertain to the concept of RI
 - ii. Terminology associated with client rights and responsibilities
 - iii. The role of FOH as a whole and individual roles with regard to RI
 - b. Monitor compliance with the FOH policies that address RI and report noncompliance
 - c. Perform periodic inspections and monitoring of clinics to verify that:
 - i. There is a system in place to ensure each client is informed of RI
 - ii. The Client Rights and Responsibilities Doctrine is posted in the client waiting areas and available to individual clients via paper or electronic formats
 - iii. That clinic personnel have knowledge about RI resources and know when to refer
 - iv. Report findings



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5. Nurse Coordinators

- a. Provide orientation and training for all new clinic personnel and verify that they understand:
 - i. FOH policies that pertain to the concept of RI
 - ii. Terminology associated with client rights and responsibilities
 - iii. The role of FOH and their individual role with regard to RI
- b. Provide leadership and direction to clinic staff, ensure the day-to-day compliance with the FOH policies that address RI, and report noncompliance
- c. Perform monitoring activities to verify the:
 - i. Effectiveness of the system in place to ensure clients are informed of RI
 - ii. Client Rights and Responsibilities Doctrine is posted in the client waiting areas and available to individual clients via paper or electronic formats
 - iii. Clinic personnel have knowledge about RI resources and know when to refer clients outside FOH for services

6. Nurses

- a. Attend initial orientation and training and annual refresher training regarding:
 - i. FOH policies that pertain to the concept of RI
 - ii. Terminology associated with client rights and responsibilities
 - iii. The role of FOH and their individual role with regard to RI
- b. Comply with all FOH policies that address RI. Ask questions if you do not understand.
- c. Inform each client about RI
 - i. Refer to the Client Rights and Responsibilities Doctrine that is posted in the client waiting areas
 - ii. Provide the Client Rights and Responsibilities Doctrine to individual clients via paper or electronic formats, if asked
- d. Know the RI resources and know when to refer clients outside FOH for services

7. Physicians, Nurse Practitioners/Physician Assistants

- a. Attend initial orientation and training and annual refresher training regarding:
 - i. FOH policies that pertain to the concept of RI
 - ii. Terminology associated with client rights and responsibilities
 - iii. The role of FOH and their individual role with regard to RI
- b. Comply with all FOH policies that address RI. (Ask questions if you do not understand.)
- c. Know where the Client Rights and Responsibilities Doctrine is located in the client waiting area and make it available to individual clients via paper or electronic formats, if asked
- d. Know the RI resources and know when to refer clients outside FOH for services



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8. Wellness Fitness Managers
 - a. Understand the concept of client rights as it pertains to wellness programs and fitness centers.
 - b. Ensure that all new Fitness Center personnel are oriented, trained and understand:
 - i. FOH policies that pertain to the concept of RI
 - ii. Terminology associated with client rights and responsibilities
 - iii. The role of FOH and their individual role with regard to RI
 - c. Monitor compliance with the FOH policies that address RI and report non-compliance
 - d. Perform periodic inspections and monitoring of Fitness Centers clinics to verify that:
 - i. There is a system in place to ensure each client is informed of RI
 - ii. The Client Rights and Responsibilities Doctrine is posted and available to individual clients via paper or electronic formats
 - iii. Fitness Center personnel have knowledge about RI resources and know when to refer clients outside FOH for services
9. Wellness Fitness Facility employees and fitness coaches
 - a. Understand the concept of client rights as it pertains to wellness programs and fitness centers.
 - b. Read the Client Rights and Responsibilities Doctrine
 - c. Follow FOH policies that pertain to the concept of RI
 - i. Inform clients about their rights
 - ii. Know where The Client Rights and Responsibilities Doctrine is posted
 - iii. Provide clients via paper or electronic formats of the Client Rights and Responsibilities Doctrine if they ask
 - iv. Understand when to refer clients for services outside of FOH
10. Employee Assistance and Work Life Program Managers
 - a. Ensure that all new EAP and WL counselors are oriented, trained, and understand:
 - i. FOH policies that pertain to the concept of RI as it relates to EAP/WL
 - ii. Terminology associated with client rights and responsibilities
 - iii. The role of FOH and their individual role with regard to RI
 - b. Monitor compliance with the FOH policies that address RI
 - i. Perform periodic monitoring to determine if counselors are providing clients with the Client Rights and Responsibilities Doctrine