

STATEMENT OF CLIENT RIGHTS AND RESPONSIBILITIES

As a client, you have certain rights and responsibilities. Being aware of these will help you receive optimum service and will better enable you to correct potential problems.

Rights

1. You have a right to DIGNITY as an individual human being. You have a right to the same consideration and treatment as anyone, regardless of your gender, race, religion, color, economic status, sexual preference, or beliefs.
2. You have a right to QUALITY SERVICE. We will make every effort to provide you with considerate and respectful care. We are interested in your feedback. Our goal is to serve you in the most helpful way possible.
3. You have a right to RESPECT. Your privacy will be respected at all times. If you have concerns about your privacy being invaded, discuss this frankly with your counselor. Respect for life requires that we warn others in learning of potential life-threatening situations.
4. You have a right to PRIVACY. We do not have the right to share *any* information about you without your written permission except in the following cases:
 - a. Your records are court-ordered.
 - b. There is suspicion of child abuse or vulnerable adult abuse.
 - c. If client is a minor. Please see Child Progress Notes Agreement.
 - d. Staff consultation and supervision with other professionals.
 - e. In case of emergency—will call police or family member.
 - f. If you are pregnant and using alcohol or drugs.
 - g. If your child(ren) has (have) witnessed domestic violence.
5. You have the right to UNDERSTAND. You have the right to know the extent of your problem, the recommended treatment, who will give the treatment, its cost, and expected length. Ask your counselor if any of these is unclear.
6. You have the right to REFUSE TREATMENT. If you disagree with your therapist's recommendations, bring it to her attention so you can discuss the conflict.
7. You have the right to INFORMATION. You may review the contents of your file if it is deemed not harmful to you. This must be done in the presence of your therapist.
8. You have the right to VOICE DISSATISFACTION. A grievance procedure is available as a means of dealing with client complaints.

9. You have a right to DATA PRIVACY. Please see Notice of Privacy Practices.
10. You have a right to SAFETY. You have the right to be in a safe environment and to feel free from physical, emotional, or sexual abuse or harassment. If you find yourself in an unsafe environment, you have a right to request an effective abuse prevention plan which we have an obligation to help you in creating.

Responsibilities

1. To be HONEST, open and willing to share your concerns.
2. To ASK QUESTIONS when you don't understand or need clarification.
3. To FOLLOW THE TREATMENT PLAN. You should discuss any reservations you have with your therapist.
4. To REPORT CHANGES or unexpected happenings that relate to your problems.
5. To KEEP APPOINTMENTS whenever possible and to call and cancel otherwise. NO SHOW appointments will be billed at the hourly rate. Less than 24 hours notice will be billed at half the hourly rate.
6. To PAY YOUR BILL. You are responsible for your bill in its entirety regardless of your insurance coverage.