

CLIENTS' RIGHTS & RESPONSIBILITIES

Counseling offers a distinct private relationship between the client and his or her therapist. It is my intent in this distinct relationship that each individual's particular needs are recognized and addressed. My goal is to treat each client by keeping these goals for excellence of care in mind.

The counselor and the client share a partnership for health care. As there are rights in this partnership, there are responsibilities also. My desire is to provide quality care to all clients. However the client also has rights and responsibilities to exercise for this to happen.

The following Client Rights and Responsibilities are provided as a guide for the client during our partnership relationship.

Client Rights

Each client has the right to be treated as an individual with dignity, compassion, and respect.

Each client seeking advice or assistance has the right to be assisted in a prompt, courteous, and responsible manner.

Each client has the right to be provided with information concerning his/her own diagnosis, treatment, and progress in terms that are understandable to him/her. Existing laws do not permit the release of information without the written consent of the client.

Each client has the right, prior to the initiation of any procedure with a recognized element or risk, to be provided with sufficient information to form the basis of an informed decision regarding such procedure, except in emergencies.

Each client has the right to have his/her medical record and all other information held confidential unless disclosure is required or permitted by the insurance plan provider, the law or if he/she explicitly consents to its release.

The client has the right to be provided appropriate guidance and recommendations for additional mental health care when coverage is terminated.

The client has the right to expect that treatment completion planning be initiated early in the period of his/her treatment and to receive assistance in making plans for follow-up medical or mental health care or referral after these sessions.

Client Responsibilities

The client has the responsibility to try to be considerate and respectful of their therapist.

The client has the responsibility to cooperate with his/her therapist. If the client has questions or disagrees with the treatment plan, he/she has a responsibility to discuss it with his/her therapist.

The client has the responsibility to keep all scheduled diagnostic or treatment appointments on time.

The client has the responsibility to understand what medications he/she is taking.

The client has the responsibility to be considerate of other clients and to be understanding and tolerant if delays are encountered.

The client has the responsibility to express opinions, concerns, or complaints regarding his/her health care in a constructive manner.

This document is based on Rights and Responsibilities as outlined in Joint Commission Standards, Veterans Administration Patient Rights and Responsibilities, and HCFA HO Standards.