

## Patient/Client Rights and Responsibility Statements in Psychological Services

Every patient engaging in psychological assessments and therapeutic treatment services with a professional has the following rights:

- **The right to know the education, training, and scope of practice of your clinician.** At any point in time, preferably before your first session, you are encouraged to ask in order to be informed in more detail about your clinician's professional education and experience.
- **The right to participate in developing an individual plan of treatment.** Every client in psychotherapy should have a treatment plan that describes general goals of therapy, and specific objectives the client will work on in order to achieve their goals. This is key in making progress in your self-development.
- **The right to receive an explanation of services in accordance with the treatment plan.** The therapist should describe the process of how they work with their clients.
- **The right to receive clinically appropriate care and treatment that is suited to your needs and it should be administered with respect, dignity and personal integrity.** Your therapist should be skilled and trained to administer the treatment he or she said they would, and do so in a dignified manner. You should never feel unsafe in your therapist's presence.
- **The right to participate voluntarily in and to consent to treatment.** You are there voluntarily and should understand and consent to all treatment provided.
- **The right to be informed of expected results of all therapies prescribed.** If a type of psychotherapy treatment has adverse events, those should be described to you.
- **The right to object to, or terminate treatment.** If you don't like the way your therapy is going, the direction it is taking, or the approach your therapist is using, you have the right to verbalize your thoughts and feelings in an attempt to make adjustments moving forward. If you and your therapist find that the "fit" is no longer suitable, you have the right to object to or terminate therapy.
- **The right to request a summary report of your records.** Requests must be submitted in writing by filling out a form and signing it. You should receive your report within 7 business days.
- **The right to request that another clinician review the individual treatment plan for a second opinion.** You are entitled to a second opinion by a professional of your choosing at any time.
- **The right to request a change in therapist.** Sometimes, the client-therapist combination does not fit. That is nobody's fault and the therapist should help you find his or her replacement (through a referral, at minimum).
- **The right to be afforded privacy.** Your sessions are confidential and private and will not be overheard or shared with others.



- **The right to be free to report grievances regarding services or staff to a supervisor.** We have a complaint form available for clients who need to communicate their grievances, and you should expect the matter to be attended to in the quickest manner possible.
- **The right to submit verbal or written complaints or proposals with no effect on access to care services or quality of care services provided.**
- **The right to be treated with respect and dignity at all times.** With special consideration taken towards cultural, psychosocial, spiritual, and personal values and beliefs. No matter what your background or culture, you should expect to be treated with respect and dignity, by all staff (including billing staff, receptionists, etc.).
- **The right to be treated in a manner which is ethical and free from abuse, discrimination, mistreatment, and/or exploitation.** Therapists should NEVER use your story for their own publicity benefit, even in a discrete manner. Moreover, they should not attempt to leverage the therapeutic relationship in an inappropriate manner (e.g., sexually or romantically); and they should not pass judgment upon you based upon your background, race, handicaps, etc.
- **The right to have records protected by confidentiality and not be revealed to anyone without your written authorization.** You are entitled to confidential treatment by your therapist, meaning that your therapist cannot talk to others (except another professional colleague or supervisor) about any aspect of your case without your written consent. Signed consent forms are very specific as to what information and to whom the information can be exchanged with, and it is also time-sensitive with a date of expiry.

***There are a few specific conditions where confidentiality may be broken:***

- If the therapist has knowledge of child or elder abuse.
- If the therapist has knowledge of the client's intent to harm oneself or others.
- If the therapist receives a court order to the contrary.
- If the client enters into litigation against the therapist.
- If the client is a minor, the therapist may discuss aspects of the client's care with the client's parents or legal guardians (the specifics of how that is carried out varies from therapist to therapist).

## **Clinician/ Service Professional Rights and Responsibility Statements in Psychological Services**

Every clinician/service professional providing psychological assessments and therapeutic treatment services to a client/patient has the following responsibility and rights:



**The responsibility to:**

- Inform patients/clients about their education, training, and scope of practice when asked.
- Develop a plan of treatment.
- Explain services in accordance with the treatment plan.
- Deliver clinically appropriate care and treatment that is suited to client needs and it should be administered with respect, dignity and personal integrity.
- Inform patient/client of expected results of all therapies prescribed.
- Grant client objection to, and deliver a proper course of termination of treatment.
- Deliver summary reports of records to clients when requested.
- Recommend a second opinion when deemed necessary.
- Refer client to another service provider when requested.
- Ensure patient/client privacy and confidentiality; and to ensure protection of client records and not to reveal /any information without client's written authorization.
- Attend to any reporting of grievances or complaints regarding services or staff to a supervisor; and to not discriminate access to care services or quality of care due to client/patient complaints.
- Treat clients/patients with respect and dignity at all times, and in a manner which is ethical and free from abuse, discrimination, mistreatment, and/or exploitation.

**Clinicians/ Service Providers at FMCC hold the Right to:**

- Be treated with respect, dignity, and personal integrity by patient/client.
- Enforce all center policies without patient/client holding any actions for such enforcements against them.
- Refuse treatment to anyone exercising misconduct, aggression, intimidation, or threatening behavior.
- Deny patient/client entrance to the facility when staff or other client safety is in question, or when client/patient behavior is deemed disruptive to others at the facility.
- The right to terminate treatment when client/patient is non-complaint or not progressing in treatment.

***Disclaimer:*** These rights and responsibilities are not absolutes, and there may be exceptions based upon what kind of treatment you're undertaking and under what conditions. If you have a specific concern with one of these rights, you should discuss it with your therapist during your next session.