

FMCC INFORMED CONSENT, CONFIDENTIALITY, DATA PRIVACY & TREATMENT POLICY (Short Version)

Confidentiality

All communication with your practitioner is held in the strictest confidence. Nothing will be disclosed to any person(s) without your written consent. There are, however, limits to confidentiality:

- 1) Your practitioner determines that you are in imminent danger to yourself or others, or in cases of child abuse
- 2) You are involved in any legal/court issues and your medical records are subpoenaed,
- 3) If matters involving minor children (under 18 yrs. old) are to be communicated to parents specifically for treatment and/or safety purposes.

Patient cases may be discussed with clinical supervisors and other clinical staff at FMCC, strictly for professional purposes. Your identity and any revealing information about you are delicate and we respect your rights to confidentiality and privacy. We encourage you to discuss any concerns or questions with your practitioner.

IMPORTANT - Appointments and Cancellations (Face to face or virtual)

When you schedule an appointment with a Service Provider or MHP, Family Matters Counseling Center reserves that time just for you. That is why we require **24-hour advance notice** for cancellation or rescheduling. Should you fail to show up for your scheduled appointment or need to adjust your appointment after the 24-hour deadline, you will be charged the full cost of that session. These charges will either be added to fees generated with your next appointment, or you will receive an e-payment link to settle the payment. Occasional exceptions may be made in case of an emergency or unavoidable circumstances. Please note that we cannot include missed sessions when helping you fill out forms to claim with your insurance company.

Telephone Consultation

FMCC's MHP's do not conduct consultations or sessions over the phone. You will have to arrange to come in person for your sessions OR schedule a virtual session (Zoom). Brief telephone calls are conducted to the extent that we are able to gather a quick overview of your concern in order to direct you to the appropriate Service Provider and to manage or book appointments. These brief phone calls should not exceed 5 to 10 minutes, and there is no charge for calls of this nature.

Professional Fees

Depending on the service you are receiving, fees are due either prior to service provision or at each visit to FMCC. *If you are a third party payor, or if your session type is virtual, you are responsible to settle fees prior to the session.* FMCC MHP's will not conduct a virtual session until payment has been made. Third party payers are also subject to FMCC's professional fee policies.

With regards to insurance companies, FMCC does not deal with insurance companies directly. Therefore, you are responsible for each payment to FMCC. However, we do assist clients in completing reimbursement forms to help with insurance claims. Depending on your insurance policy and carrier, our services may or may not be reimbursable; and it is your responsibility to check the details of your insurance policy.

Online booking and e-payments by credit/debit card (upon request) are available for your convenience. For unpaid balances, FMCC reserves the right to hold or discontinue services. Services can be resumed once all financial balances are settled.

Intervention Programs and Registration Fee

When you register for any of FMCC's Intervention Programs (i.e. workshops, courses, group services, personalized packages/programs, etc.), program dates, times, duration, frequency, and seats are allocated and reserved for you (or your child). Program fees are non-refundable and due before the start of the Program or by the specified due date. FMCC reserves the right to delay/discontinue Program delivery where payment has not been made until all financial balances are settled. Furthermore, any retraction to calendar program dates or timings made by the client after registration fees have been paid shall not entitle any fee reimbursement.

As a center, we are not responsible or obligated to compensate for sessions missed or cancelled by the client. In non-emergency situations, clients are still expected to adhere to our 24-hour advance notice policy for any adjustments to bookings. Where applicable or possible, make up sessions due to illness, emergency, or unforeseen force majeure situation may be allowed by your service provider, and subject to his/her availability. In the case of COVID19-related absences, client/parents must provide proof of illness (i.e. doctor's note or positive PCR result) for missed sessions to be compensated. All approved compensations must be completed within 25 working days of the missed sessions.

Data Privacy & Consent (PDPL – Bahrain)

We collect and store personal information (e.g., name, contact, appointment info, and relevant background) to provide you with professional therapeutic services. Your data is kept securely, accessed only by authorized staff, and never shared without your consent—unless required by law.

By booking or continuing services, you consent to the collection and use of your data in line with Bahrain's PDPL. You may request corrections, limited deletion, or a summary of your treatment (please note: internal clinical notes are not shared directly).



Office Hours

FMCC's MHP's are available by appointment only. Walk-ins are not accepted. If you need to communicate with a staff member at the center, please call our landline (+973 17 47 23 47) or our mobile/WhatsApp line (+973 3600 9665) to speak to someone regarding your inquiries or concerns prior to coming in for further assistance.

Complaints

We encourage clients to voice their comments and concerns to our staff or management in order to address issues and provide resolutions. We understand that there are instances when a formal process is necessary to address questions, concerns, or complaints. To facilitate proper resolution, FMCC has a complaint procedure that begins with filling out and signing an official complaint form. This is followed by a scheduled meeting between relevant staff and the client. We follow this protocol to ensure the best possible resolution while minimizing disruption to service operations and discomfort to other clients. Meeting appointments can be initiated by either party.

Emergencies

If you experience a medical emergency while you are on-site (at the center), FMCC staff is authorized to perform CPR if necessary, and to call 999 for emergency medical assistance and care. In an unlikely situation such as this, FMCC is legally exempt from FMCC-Client Confidentiality Agreement. If you are physically off-site, and experience serious emergency that requires immediate medical attention, we advise you to call 999 or proceed to Salmaniya Medical Center.

FMCC Right to Modify Policies

FMCC policies are subject to periodic updates. FMCC reserves the right to modify its policies at any time, without prior notice. It is the sole responsibility of clients to stay updated.

Our Pledge- FMCC considers your welfare a high priority. You have chosen to entrust us with your mental health and your relationships. We take such a trust with the finest care possible.

Client Bookings and Registrations: Appointment bookings and Program Registrations confirm that you have read through, understand, and agree to the terms and conditions of the comprehensive version of FMCC's Informed Consent, Confidentiality, and Treatment Policy in its entirety. Access to this document is available on FMCC's website at <https://familymattersbh.com/forms>, as well as on every confirmation email received after booking. Please make yourselves familiar with it.