

# **STATEMENT OF PATIENT'S RIGHTS AND RESPONSIBILITIES**

## **TURNING POINT PSYCHOTHERAPY ASSOCIATES, LLC**

### **PATIENT'S RIGHTS**

- Patients have the right to be treated with respect and dignity.
- Patients must have the assurance that all of his or her information, including the content of therapy sessions and the written record of treatment, is confidential and may not be shared with anyone without the patient's written permission. These exceptions include:
  - 1) When the provider believes the patient presents an imminent danger to self or others;
  - 2) When there is reasonable suspicion of child or elder abuse or neglect;
  - 3) When the patient is an impaired driver;
  - 4) When a judge orders the release of the patient's record or testimony of the provider as part of a legal proceeding. In these situations, the provider will do whatever she can, within the limits of the law, to prevent the patient from harming self or others, and ensure that the patient receives proper care;
  - 5) If the patient or his/her legal representative files a complaint or lawsuit against TPPA, relevant information may be disclosed in order to defend the practice and its clinicians; and
  - 6) If a crime is threatened or committed at TPPA or against TPPA clinicians.
- Patients have the right to a complete and easily-understood explanation of his or her condition and treatment.
- Patients have the right to inspect or obtain a copy (or both) of their Protected Health Information (PHI), with certain limitations and the request must be in writing.
- Patients have the right to participate in decisions involving his or her treatment.
- Patients have the right to be informed of the consequences of refusing treatment or not complying with prescribed/recommended treatment.
- Patients have the right to file a grievance should a dispute arise over treatment or claims.
- Patients have the right to know about the terms of treatment, such as privacy issues, cost, method of payment, appointment times, and cancellation policies.
- Patients have the right to have any therapeutic method or procedure explained before it is used.
- Patients have the right to end treatment at any time. Alternatively, if the provider determines that the patients' treatment needs would be better met by another provider with particular skills or experience, the patient will be given an appropriate referral.
- Patients have the right to restrict certain disclosures of PHI to a health plan when paying out-of-pocket, in full, to TPPA for services rendered.

### **PATIENT'S RESPONSIBILITIES**

- Patients will exercise courtesy by making every effort to keep scheduled appointments and/or to cancel with more than 24 hours notice. (Note:
- Patients will provide accurate information and update accordingly.
- It is the patient's responsibility to know his or her insurance benefits.
- Patients will notify the provider of any change of insurance. Failure to do so may result in the patient absorbing the full session fee.
- Patients will pay fees at the time of service unless an alternative arrangement has been previously agreed upon.