Braun Counseling Services LLC

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Client Rights and Responsibilities

Your therapist believes that their clients have certain rights and expects them to respect their rights. Your therapist also believes that their clients have certain responsibilities about which they must be informed at the time they begin to receive services. This handout is a part of the organization orientation process. We hope that you will take a few minutes to become familiar with this information.

**Service Philosophy**

Your therapist works with individuals to develop goals during treatment and services to help people function more effectively in their everyday lives. Services and treatment with your therapist are seen as a partnership between staff and the clients who seek the organization’s services.

To the extent possible, clients are expected to do as much as they can to address their problems. Clients are encouraged to share information as openly as possible so their therapist or service provider will have a full understanding of the client’s needs and the best way to offer help.

**Services Available**

Depending upon the local resources, a range of services may be available to clients with their therapist. Services may include individual and group therapy sessions for substance use and mental health therapy.

**Right to Receive Treatment**

Clients have the right to receive treatment without approval of others, except in the case of minor children or adults under guardianship as prescribed by law. All clients have the right to receive services without regard to race, color, national origin, age disability, religion, sex, or sexual orientation. All clients have the right to be oriented to the program for which they are requesting admission.

Your therapist will assess the client’s need for treatment and determine the level of care needed. The assessment will include a decision about whether the therapist can meet the client’s needs. If the therapist denies admission, the client may request a written explanation from the therapist. If the client has concerns about the denial of admission, he/she has the right to register a complaint.

**Right to Refuse Treatment**

Your therapist offers treatment on a voluntary basis. Clients may refuse treatment services except with they are required to participate in treatment or services by court order or by the Board of Mental Health. Court ordered clients who refuse services may experience consequences imposed by their family or community.

**Right to Information about Fees**

Fee policies and procedures are developed for each service. Each client has a right to an explanation of the fees and payment procedures and is required to sign a fee agreement. This documentation will be maintained in the client record. If services are partially or fully paid by insurance or a managed care organization, clients are advised to contact that company for information about services covered, co-payments, and other terms and conditions.

**Right to be Free from Restraint**

The therapist is responsible for ensuring the clients are receiving treatment in a safe environment. Some clients or family members may exhibit difficult, argumentative and aggressive behaviors. It is the responsibility of the therapist and staff to assure the safety of themselves and others in the environment, particularly children and other vulnerable persons, while providing professional services that include addressing and decreasing aggressive behaviors, according to the behavior management policy.

While receiving services with your therapist, the client has the right to be free from physical restraints and the right to be free from seclusion. The client has the right not to be placed in a locked room except with in emergency protective custody by a law enforcement officer. He/She has the right to be free from physical punishment ad to be free from abuse, neglect, or misappropriation of money or property.

**Right to Request a Different Service Provider**

On occasion, a client and therapist may not work well together. Clients have the right to request a change to another therapist if one is available. This request must be discussed and arranged through the therapist. The client has the right to be free from arbitrary transfer to another provider and the right to be free from arbitrary discharge from services.

**Client responsibilities**

Your therapist expects clients to:

* Keep scheduled appointment or give a 24 hour notice when an appointment cannot be kept.
* Work on the problem they bring to their therapist by taking an active role in their resolution.
* Provide relevant information as a basis for receiving services and participating in service decisions.
* Be considerate and respectful of the rights of fellow clients, staff, the property, and furnishings of the organization.
* Meet the financial obligations they incur for treatment
* Respect the organization’s smoke and drug free environment. No person under the age of 18 may smoke, vape, or use other tobacco products on the organization premises.

*\*Failure to meet any of these responsibilities may result in termination of services.*

**Right to Privacy and Health Information Portability and Accountability Act (HIPAA) Information**

**Individual Rights:**

* To request in writing that the therapist not use or disclose information for specific treatment, payment, or administrative purposes.
* To request a restriction of health information to the client’s insurance plan if is a self-pay client and have paid for services in full at the time of service delivery.
* To inspect a copy of protected health information that is stored in electronic form.
* To request that health information be communicated to the client in a confidential manner such as sending mail to an address other than home.
* To request amendments to protected health information.
* To receive an accounting of disclosures.

**Therapist Duties:**

* The therapist and organization is required by law to maintain the privacy of protected health information, and to provide individuals with Notice of Privacy Practices.
* The therapist and organization are required to abide by the terms of the Notice currently I effect.
* The therapist and organization reserves the right to change the Notice of Privacy Practice effective for all protected health information that it maintains. A new Notice will then be posted in all client areas.
* The therapist and organization is obligated to report abuse or neglect of children or vulnerable adults and has a duty to warn persons threatened to be harmed.

**Complaints/Grievance**

Clients and legal guardians have the right to file a complaint or grievance without fear of reprisal. Anyone filing a complaint has the right to have complaints/grievances heard and reviewed by the Nebraska Department of Health and Human Services. Complaints/Grievances may be related to lack of respect or considerate treatment, breach of confidentiality, or violation of legal rights.

If a client is concerned that the therapist has violated his/her privacy rights or disagrees with a decision the therapist or organization has made about access to records, information may be requested about how to file a complaint/grievance. A written complaint may be sent to:

The Nebraska Department of Health and Human Services

301 Centennial South

P.O. Box 94986

Lincoln, NE. 68509-4986

(402) 471-0316