

INNERWORKINGS
CLIENT'S RIGHTS & RESPONSIBILITIES

The Client's Right and Responsibilities of clients obtaining mental health services is as follows. This is a statement of what you can reasonably expect from a therapist.

YOU HAVE THE RIGHT:

- To be treated with respect, dignity and privacy.
- To know about the therapists' areas of specialization and limitations, contact numbers and office hours.
- To be informed regarding fees for therapy and method of payment, including insurance reimbursements.
- To know the ethics code to which the therapist adheres.
- To ask questions about written materials regarding your treatment. In most cases, you have the right to look at or get a copy of your record. (If you request copies, you will be charged the normal photocopy fee and a fee for the time taken by therapist to put together records or letters requested). However, we may refuse to provide access to certain psychotherapy notes or information for a civil or criminal proceeding or if the information would be harmful to the client.
- To be informed about the best treatment options for your condition, regardless of the cost of such care.
- To be a part of decisions which are made about plans for your care.
- To negotiate therapeutic goals and to renegotiate when necessary.
- To ask questions about issues relevant to your therapy at any time.
- To refuse a specific intervention or treatment strategy.
- To discuss aspects of your therapy with others outside the therapy situation, including consulting with another therapist.
- To request the therapist to send a written report regarding services rendered to a qualified therapist or organization on your written authorization. (If you request copies, you will be charged the normal photocopy fee and a fee for the time taken by therapist to put together records or letters requested).
- To terminate therapy at any time.
- To file a complaint with the Georgia Composite Board of Professional Counselors, Social Workers and Marriage and Family Therapists if you have a grievance with your counselor.
- To be informed of the potential risk involved in the therapy.

YOU HAVE THE RESPONSIBILITY:

- To provide information (including past treatment records) that the therapist may need to plan your treatment. This includes present and past medications.
- To learn about your diagnosis and work with your therapist to develop a treatment plan.
- To implement the treatment plan you have agreed to with your counselor.
- To notify your counselor of changes. This includes medication, insurance changes and an address or phone number change.

POTENTIAL RISK: Psychotherapy and counseling can involve some risk for the client in certain situations. Sometimes the client will not obtain the desired results or goals from counseling in the time period expected. This can result in frustration and dissatisfaction. During the process of therapy, emotional pain and distress can arise as difficult issues are addressed and worked through. The counselor may recommend referral for supplemental care when appropriate. If adequate progress is not being made in therapy or if it becomes apparent that the counselor does not have the skills necessary to address the client's issues that have emerged during

therapy, the counselor may either refer for more specialized care or discontinue therapy and assist with a referral to an appropriate therapist, health care professional or therapy program.

DISCONTINUATION OF THERAPY: You may discontinue therapy at any time. Please feel free to discuss this with your therapist. Your therapist may discontinue therapy if financial conditions stipulated in the “Client Contract-Consent for Counseling” are not met, if transfer to another therapist is desirable or if you are not compliant with treatment recommendations or treatment is not helpful.

CONFIDENTIALITY & NOTICE OF PRIVACY PRACTICES:

Diana Benjamin Rodriguez, LCSW, CAADC is required by law to protect the privacy of your information. Per Federal laws of confidentiality, Virginia law and the Virginia Department of Health Professions, Board of Social, confidentiality and privilege communication remain rights of all people involved in counseling. As a rule, Ms. Rodriguez will not disclose any information about you, or the fact that you are her client, without your written consent. Ms. Rodriguez will obtain your written consent if the need for disclosure arises. You have the right to revoke your consent (Release of Information) form, in writing, at any time.

Mrs. Rodriguez may use or disclose protected health information if an individual (involved in the counseling process) indicates that he/she intends to take harmful, dangerous or criminal action against another human being or against himself or herself, the counselor is legally mandated to warn appropriate individuals of such intentions. Additionally, any suspicion of child abuse (physical, sexual, neglect) in any form must be reported to the proper authorities. Individuals warned may include one or more of the following: The person or the family of the person who is likely to suffer the results of harmful behavior; the family of the person who intends to harm himself or someone else; Associates or friends of those threatened or making threats; Law enforcement officials; Child Protective Services.

Before informing anyone, who should be warned, Mrs. Rodriguez will take all possible steps to first share that intention with the client. Every effort will be made to resolve the issue with the client to prevent the need for this type of intervention.

These are other examples, which are not exhaustive, of other uses and disclosures of protected health information; when the client is a minor (the parents are entitled to know the condition, diagnosis, and progress of therapy); If the client is or becomes a “vulnerable adult”; If the client releases information with a written authorization; If a judge subpoenas your records; When consultation or supervision with another mental health professional is desired in order to provide the best possible therapy. Such discussions will, of course, remain private within the consultation or supervisory relationship.

The disclosure of secrets related to marital infidelity is expected in the marriage counseling process. Otherwise it would be unethical for Mrs. B. Rodriguez to maintain any such secrets.