

# Client Bill of Rights and Responsibilities

Licensed Professional Clinical Counselor

Licensed Alcohol & Drug Counselor

## Clients have the right to:

- have your counselor describe her or his qualifications and areas of expertise;
- expect courteous treatment with respect and dignity, especially regarding age, color, disability, ethnic group, gender, race, religion, sexual orientation, marital status or socioeconomic status. You can expect treatment to be free of verbal, physical or sexual abuse by the counselor;
- privacy and confidentiality when seeking or receiving care except for life threatening situations or conditions Your professional counselor will inform you of and give you the opportunity to discuss matters of confidentiality, privacy and disclosure of information. She or he will also inform you of the limitations to confidentiality. To be informed about any legal reporting requirements.
- confidentiality of your health records;
- to be informed of your diagnosis, the purposes, goals, techniques, procedures, limitations, potential risks and benefits of all counseling services that you will receive. You may request this information in writing.
- participate actively in decisions regarding care and treatment;
- accessible information regarding the scope and availability of services, in addition a list of services in the community can be provided;
- access your records as provided by Minnesota Statutes, section 144.335, subdivision 2;
- ask questions or express concerns arise regarding services requested or services received, please discuss them immediately with your professional counselor. If your concerns are not resolved, you may file a complaint with the MN Board of Behavioral Health and Therapy, (2829 University SE, Suite 210, Minneapolis, MN 55414, (612)617-2178);
- revoke your authorization to release except to the extent that action has not already been taken;
- a copy of any fees and charges related to your visit. You will be informed of all financial arrangements related to service prior to entering the counseling relationship. You may request this information in writing;
- You may obtain a copy of my licensure ethics at MN Board of Behavioral Health and Therapy, (2829 University SE, Suite 210, Minneapolis, MN 55414, (612)617-2178);
- refuse services or treatment at any time.

## Clients have a responsibility to:

- provide complete information about one's illness/problem, to enable proper evaluation and treatment
- ask questions to ensure an understanding of the condition or problem
- show respect to health personnel and other clients
- reschedule/cancel an appointment 24 hour in advance. There may be a charge without 24 hours' notice. Clients who no-show for their appointment may be given referrals to another therapist.