

# Client Bill of Rights

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Rose Psychotherapy

Every Client has the right to:

- Upon admission, be informed of their legal rights for their protection throughout their course of treatment. A copy of these rights will be made available.
- Be treated with courtesy and respect. Rose Psychotherapy is responsible for considering the patient's individuality and family as it relates to their ethnic, social, religious, and psychological background and to provide services that will meet these needs.
- Respectfulness and privacy as it relates to their medical and personal care program. No personal health information will be made available to any organization, agency, or individual without the patient's written consent. This right does not apply to complaint investigations and inspections by the department of health, where required by third party payment contracts, or where otherwise provided by law. Occasionally, statistics and other anonymous data will be taken from the information collected about you. This is public and open to anyone, but it will not identify you in any way. In a few cases, information collected is classified as confidential. Confidential data is not open to anyone (not even you) except the government agencies that need it. This includes data about adoption, civil or criminal investigations, some medical data, and the names of persons who report child or vulnerable adult abuse. Other exceptions to privacy are listed in the Notice of Privacy Practices document that you sign.
- Receive an explanation regarding the need for and use of information about you. The uses for the information collected from you or that you authorize to be collected from others are as follows:
  - To provide effective care and treatment of mental health problems
  - To develop treatment plans.
  - To prepare statistical reports and do evaluative studies (You will not be identified in the reports or the studies).
  - To evaluate and audit programs.
  - For best possible patient care, a case may be discussed with a supervising provider during case consultation or supervision.
  - Other purposes specifically allowed by you.
- Be informed prior to a photograph or audio/video recording being made of the patient. The patient has the right to refuse these recordings or photographs.
- Be given current information concerning their diagnosis, treatment, alternatives, risks, and prognosis in terms the patient can reasonably understand. The patient can refuse this information. When it is not advisable to give the information to the patient it may be available to the appropriate person on their behalf.
- Know by name and specialty their mental health provider responsible for their care and expect that their provider has met the minimal qualifications required by state law to practice in their specialty. Patients have the right to request and receive information about their program and service. Patients shall be fully informed of the services available and the related charges.
- Reasonable regularity and continuity of care as far as policy allows.
- Make decisions about the plan of care before and during treatment, the right to refuse treatment, to participate in experimental research, and to take medications (unless court ordered). This right includes involving a family member or other chosen representative in your treatment.

- Be free from mental, emotional and physical maltreatment and nontherapeutic chemical and physical restraints, except in emergency situations or as authorized in writing after examination by their physician for a specified and limited period of time when necessary to protect the patient from injury to themselves or others.
- A prompt and reasonable response to their questions and requests.
- Request their own medical records and approve or refuse release of medical records to any individual outside the facility. To see your file, talk with your practitioner and ask to see your records. Access may take a few days, but ten (10) working days is the longest you can be asked to wait. Any access is without charge, but you may be charged for your copies. You have the right to refuse
- You have the right to refuse to give information that is not, under the law, considered necessary for your participation in therapy without that refusal affecting your participation. You have the right to refuse to give any information. If you do not give the needed information, you will probably not be eligible for therapeutic services. You have the right to challenge the accuracy of any of the information in your records. You have the right to add your own explanation of everything you object to in your records. You have the right to appeal the decisions about your records. You can file a complaint or write directly to:  
Secretary of Health and Human Services U.S.  
Department of Health and Human Services  
N. Michigan Ave. Suite 240  
Chicago, Ill. 60601

Complaints must be filed within 180 days from when you discovered the action for which you are making a complaint.

- Voice grievances and recommend changes in policies and services and be informed of the process to voice these grievances, including the ability to report grievances to the provider's licensing board. Rose Psychotherapy will not retaliate against you or your child for filing a complaint. If you have any questions about or dissatisfaction with the services provided you, please follow these steps:
  - Discuss your concerns with your provider to see if they can be resolved.
  - Any unresolved complaints may be reported to:  
Department of Human Services  
444 Lafayette Road  
St. Paul, MN 55155  
Phone: (651) 296-6851
  - Unethical behaviors may be reported to:  
Minnesota Board of Social Work  
335 Randolph Ave., Suite 245  
St. Paul, MN 55102-5502  
Phone: (612) 617-2100 or 888-234-1320; E-mail: social.work@state.mn.us.
- Reasonable access to any available rights protection services and advocacy services so that the patient may receive assistance in understanding, exercising, and protecting their rights.
- At all times you have the right to end treatment for any reason.
- If you are a minor, you have the right to request data about you be kept from your parents. This request should be in writing and explain the reasons for withholding data from your parents and show you understand what will happen if you do so. In a few cases, the law lets us keep data from your parents without a request from you, if the data concerns the treatment of drug abuse or venereal disease or if you are married. If you have any questions about this, ask your therapist.

Every client is responsible for:

- Providing information about past illnesses, hospitalizations, medications, and other matters related to health status, including a copy of their written advance directive if necessary.
- Being respectful to other patients, staff, and clinic property. Patient is responsible for loss or damage to clinic property.
- If the patient is responsible in any way for an injury to staff, patient assumes liability and a worker's compensation claim may be pursued.
- Telling their providers if they expect problems in following prescribed treatment.
- Keeping appointments. A 24-hour cancellation notice is required, or a cancellation charge may be incurred.
- Attending scheduled appointments consistently as determined between patient and provider. Provider has the right to cancel further sessions if the patient is not attending consistently, with the obligation that other referral options will be provided.
- Giving necessary information for insurance claims and for working with Rose Psychotherapy to make payment arrangements, when necessary.
- Protecting their belongings. Rose Psychotherapy is not responsible for any lost or stolen items.
- Communicating any questions or concerns they have to our staff, and it is our staff's responsibility to follow up on these questions or concerns.

More information can be found in the Minnesota Patient Bill of Rights.