

Client Rights

- * Clients have the right to be treated with dignity and respect.
- * Clients have the right to impartial services and access to treatment, regardless of race, religion, gender, ethnicity, age, disability, or source of payment.
- * Clients will be assured that all information is kept confidential.
- * Information will not be released without their prior consent, except in an emergency, or as required by law.
- * Clients have the right to be treated by providers who communicate, or arrange for communication in a language and format they understand.
- * Clients have the right to be provided with a complete, easily understood explanation of their condition and treatment.
- * Clients have the right to be informed of all treatment options regardless of the cost of benefit coverage.
- * Clients have the right to receive information about services and their role in the treatment process.
- * Clients have the right to receive information on availability of providers and the clinical guidelines used in providing and/or managing their care.
- * Clients have the right to provide input on policies, services and their rights and responsibilities offered by their insurance company.
- * Clients will be informed of the complaint, grievance and appeal processes should a dispute arise over treatment and/or claims.
- * Client will be afforded all of his/her rights and privileges guaranteed by state and federal laws.
- * Clients have the right to be informed of their rights and responsibilities in the treatment process.
- * Clients have the right to participate with providers in decision-making regarding their treatment planning.

Limitation in rights:

The main limitation is in the area of confidentiality. In the following situations, confidentiality does not apply: (1) an order by the Court, (2) in the case of suspected child, elder or domestic abuse, and (3) for your own welfare (suicide) or that of others (homicide) and in serious and life-threatening situations.

THE PROCESS OF COUNSELING/THERAPY

1. Possible benefits derived from therapy include:

- a. Better ways to deal with social, familial and occupational relationships
- b. Better person adjustment and contentment
- c. Better ability to cope with problems and stress
- d. Better productivity

2. It is important to note that professional ethics do not permit a guarantee that you will receive these benefits. It is believed that a better life is possible for most people and that in an individual's investment and commitment in therapy can determine the outcome.

3. Therapy may also involve some feelings of discomfort. These feelings can occur when you begin to work on changing your beliefs and/or behaviors. This discomfort is viewed as a stepping stone to a more effective and satisfying life.

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The above conforms to the Counselor, Social Worker and Marriage and Family Therapist Board that regulated the practice of professional counseling and therapy and requires that this information be given to clients.

State of Ohio Counselor, Social Worker and Marriage and Family Therapist Board

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Please retain this document for your records.