

## MAPLE GROVE COUNSELING CENTER

The purpose of this policy is to provide you with information on your rights and responsibilities at Maple Grove Counseling Center. We are committed to providing quality professional services to all of our clients and, in order to do so, we need your informed participation. Should you have any questions regarding this policy please discuss them with your therapist.

**CLIENT RIGHTS** Each client has the right to receive the best care possible without the violation of his or her rights. These rights shall include:

- 1) The right to considerate, appropriate and professional treatment.
- 2) The right to know the professional qualifications of your therapist and the therapy costs before receiving those services.
- 3) The right to be informed, within a reasonable period of time, if your appointment must be cancelled or rescheduled.
- 4) The right to see information in your case file, including complete, current and understandable information concerning diagnosis, treatment plans, expected outcome of therapy and expected length of treatment.
- 5) The right to a timely and reasonable response to your request for case file information.
- 6) The right to be involved in the formulation of the treatment plan, in periodic review of the plan and in the formulation of the discharge plan.
- 7) The right to privacy regarding information in your case file. All information is considered confidential and cannot be released without your written consent, except under rare legal circumstances. Further information about your privacy rights, (Notice of Privacy Practices or NPP), will be given to you at your first appointment.
- 8) The right to receive psychological services free of discrimination on the basis of race, religion, gender, or any other legally protected category.
- 9) The right to be free from exploitation for the benefit or advantage of the therapist.
- 10) The right to examine public records of the MN Licensing Board which governs the credentials of your therapist, and the right to report complaints to the appropriate MN Licensing Board, e.g., the Board of Licensed Psychologists or the Board of Licensed Social Workers

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CLIENT RIGHTS AND RESPONSIBILITIES**

**CLIENT RESPONSIBILITIES** As a client, you have a responsibility to yourself and to your therapist to be an active partner in your therapy process. To promote this partnership, please keep in mind these expectations:

- 1) Devote reasonable energy and time to therapy work, which is usually not an easy process.
- 2) Be honest with your therapist concerning your thoughts and feelings about your progress and about the therapy process.
- 3) Keep scheduled appointments. Your therapy time is reserved for you, and you will be charged for that time unless you give your therapist at least a 24 hour notice. Messages can be left on your therapist's confidential voice mail at any time, day or night. Telephone consultations over 15 minutes may be billed to you by your therapist.
- 4) Keep current in paying your therapy co-payments (set by your insurer) or private pay fees. These will be due at the time of service, unless other arrangements have been made with your therapist. Billings for co-insurances and unpaid balances will be sent to your home address monthly. Please inform your therapist if you do not want billings sent directly to you, for confidentiality purposes. Maple Grove Counseling Center accepts personal checks, cash, all major credit cards, debit cards, and Health Savings Account (HSA) cards.
- 5) Inform your therapist, and other medical providers, of changes that may be occurring in your emotional or physical health. For example, please report your response to any new medications, including possible side-effects.
- 6) Refrain from physical or other types of abuse of yourself, of others, or of property. The therapy process can only work within an environment which is "safe" for all concerned.

**EMERGENCY PROCEDURES**

**If you are feeling suicidal or in a crisis, it is important that you seek help immediately.** If you are unable to reach your therapist at the office, or through our after-hours emergency Answering Service (952-936-2342), and you need immediate help, please call the 24 hour **Hennepin County Crisis Response Line (612-596-1223)** or text MN to **741741 to the crisis text line**. If this is a life threatening emergency, go to your nearest hospital emergency room.

I have read and understand the Client Rights and Responsibilities and the Emergency Procedures which have been described above.

Client signature \_\_\_\_\_

Date \_\_\_\_\_

**MAPLE GROVE COUNSELING CENTER  
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