

## Client Rights and Responsibilities

Welcome to **SOLACE COUNSELING ASSOCIATES LLC**. In the course of receiving care, a client has both rights and responsibilities, as does the therapist.

Clients have the right to:

- Be treated with respect and recognition of their dignity and right to privacy.
- Receive care that is considerate and respect their personal values and belief system.
- Personal privacy and confidentiality of information.
- Receive information about all services provided.
- Reasonable access to care, regardless of their race, religion, gender sexual orientation, ethnicity, age or disability.
- Participate in an informed way in the decision making process regarding their treatment planning.
- A candid discussion with their treating professional about the diagnosis rendered and treatment approaches.
- Have family members participate in treatment planning, and if client is over the age of 12, to participate in such planning.
- Respectful and humane services.
- An individualized treatment plan.
- Participate in the consideration of ethical issues that arise in the provision of care and services, as well as resolving conflicts that may arise.
- Voice complaints directly to the therapist or pursue a complaint as outlined in the Notice of Privacy Practices.
- Receive adequate notice of any change in an appointment or the decision to conclude care.
- Request access to their Protected Health Information (PHI) consistent with the Notice of Privacy Practices.

Clients are responsible:

- To actively participate in their own care, including providing the therapist with the information necessary to receive appropriate treatment.
- To advise the therapist of any concerns or dissatisfaction with the care provided.
- To provide at least 24 hours notice of any cancellation of an appointment or request to reschedule an appointment.
- To read and follow the financial policy of **SOLACE COUNSELING ASSOCIATES LLC**.

Therapist have a right to:

- Be treated respectfully
- Have their privacy respected.
- Refer the client to another provider if objectivity has been compromised or if the plan of care is beyond the therapist's level of expertise.

**Hours Monday-Friday 8 am to 6 pm; other times available by appointment.**