

Find Your Focus Counseling

Client Rights and Responsibilities

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Clients have the right to:

- Give informed consent, receive fair and respectful treatment, and make independent decisions about treatment.
- Know the goals/treatment plan for the counseling sessions as well as the therapist's assessment and evaluation of presenting issues and to receive accurate information about diagnosis, treatment, risks, and prognosis of condition.
- Refuse to disclose information, although this refusal may compromise the benefits of treatment.
- Be informed about all services available at the agency and to participate in all decisions regarding counseling goals, referrals to other healthcare professionals, termination of services, etc. Clients have the right to terminate treatment at any time.
- Be provided with care by a provider who has met the qualifications of training and experience required by state law.
- Privacy and confidentiality when seeking or receiving care except for those instances when great harm to the client or another person is reasonably suspected or where the law requires breaking confidentiality.
- Not be discriminated on the basis of race, religion, gender, or other unlawful category while receiving services
- Receive a written statement of client rights and be notified of any changes made to the policy.
- Receive prompt and reasonable responses to questions
- If you feel your rights have been violated, please consider first discussing it with your therapist. If further action is necessary, you can make a complaint or grievance by contacting: Division of Licensing, Department of Human Services Building, 444 Lafayette Road N, St. Paul MN 55155, (651) 296-2539, Or Department of Human Rights, <https://mn.gov/mdhr/intake/>

Clients have the responsibility to:

- To be actively involved in the treatment process by participating in the development of treatment goals and helping to determine the direction and focus of the sessions. Clients will assume responsibility if refusing to participate in treatment plan. Suspension, termination, or referral shall be discussed between therapist and client for a pattern of behavior showing disinterest, lack of commitment, or for any unresolved conflict or impasse between provider and client.
- Treat the staff and others at Find Your Focus Counseling with courtesy and respect.
- To inform therapist about any other treatment or medications.

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- Provide notification of cancellation or the need to reschedule at least 24 hours prior to scheduled appointment. After 3 Late Cancels or No-Show appointments, future appointments may be cancelled and client may need to schedule on an as-available schedule. Minimum charges of \$50 will be applied to your account for a late cancel or for a no-show (does not apply to Medicaid policies). This charge is NOT covered by insurance. Please know that exceptions to this policy may be made in the instance of a serious medical or family emergency.
- Pay account balance in full on an at least monthly basis. Payment can be made in cash, with credit card, or with check. Find Your Focus does have an automatic payment system available as well as electronic payment through the portal. Payment plans are available if balance is a financial hardship. Clients understand that they are fully responsible for all fees if insurance or other vendor does not pay for any reason.
- Address conflict in a mature manner. If a conflict occurs it is agreed that any disputes shall be negotiated directly between the parties. If these negotiations are not satisfactory then the parties agree to mediate any differences with a mutually acceptable third-party mediator. If these are unsatisfactory then the parties shall move to arbitration and then binding arbitration choosing an arbitrator mutually agreeable to both. Litigation shall be considered only if and after all of these methods or resolutions are given a good faith effort and are unsatisfactory.

FIND YOUR FOCUS
COUNSELING

EFFECTIVE DATE OF THIS NOTICE
December 21, 2021