

Adolescent & Family Counseling Center, LLC

Statement of Clients' Rights and Clients' Responsibilities

Mutual Respect	Mutual Respect
Clients have the right to be treated with dignity and respect.	Clients have the responsibility to treat those giving care with dignity and respect.
Clients have the right to fair treatment. This is regardless of their race, religion, gender, sexual orientation, ethnicity, age, disability, or source of payment.	Clients should not take actions that could harm the lives or the safety of A&FCC employees, providers or other clients.
	Clients have the responsibility to keep their appointments. Clients should call the office as soon as possible if they need to cancel an appointment.
Communications & Privacy	Communications & Privacy
Clients have the right to know of their rights and responsibilities in the treatment process.	Clients have the responsibility to ask their clinicians questions about their care. This is so they can understand the therapy process and participate in their treatment
Clients have the right to have their treatment and other client information kept private and treated with appropriate professional confidentiality.	Clients have the responsibility to give their clinicians the information they need. This is so that we can deliver the best possible care and meet report & financial deadlines.
It is only in an emergency, or if required by law, that a client's information can be released without client-permission.	Clients need to understand that clinicians are "mandated reporters" regarding suspected emotional, physical, or sexual abuse of children, the elderly, and the disabled.
Clients have a right to have information about their Providers.	Parents of child and teen clients must understand that the communications by their child to the clinician is private.
Treatment	Treatment
Clients have the right to share in the formation of their treatment plan.	Clients have the responsibility to follow their medication plan. They must tell their clinician about medication changes, including medications prescribed to them by other health providers.
Clients have the right to information from staff and their providers in a language they can understand.	Clients have the responsibility to participate actively in developing their treatment plan.
Clients have a right to have an easy-to-understand explanation of their condition and treatment	Clients have the responsibility to follow the treatment plans and instructions for their care
Clients have right to know all about their treatment choices. This would be true no matter if the costs are covered by their medical insurance for the treatment.	Clients have the responsibility to let their therapist know when their treatment plan no longer works for them.
Financial and Insurance	Financial and Insurance
Clients have the right to get information about their insurance coverage, services, and role in their treatment.	Clients have the responsibility to pay their deductibles, if any, and their co-payments, as expected by insurer and the A&FCC .
Clients have the right to know the clinical guidelines used in providing and / or managing their care.	Clients have the responsibility to share with A&FCC staff all changes in their insurance coverage.
Clients have the right to provide input on their insurance company's policies and services.	Client have the responsibility to let their therapists know about problems they are having with paying fees.
Clients have the right to know about the complaint, grievance, and appeal process.	
Clients have the right to know about State and Federal laws that relate to their rights and responsibilities.	

