



**LEGACY**

MENTAL HEALTH CENTER

## Client Rights & Responsibilities

### Client Rights

Each client has the right to receive the best care possible without violation of the client's rights. Client rights shall include, but not necessarily be limited to the following:

- The right to considerate, appropriate and professional treatment.
- The right to see information in his/her record with complete and current information concerning diagnosis, treatment procedures, outcome of therapy, length of treatment and costs.
- The right to be involved in the construction of a treatment plan, periodic review of the plan and the formulation of a discharge plan.
- The right to privacy in regard to information contained in his/her case record. No information shall be released without the client's informed and written consent except for the following situations:
  1. Instances of neglect, child abuse, and criminal sexual conduct.
  2. When there is a clear danger to a client, other person, or society.
  3. As otherwise required by the law.
- The right to respect and privacy as they relate to the therapy program. Case discussion through case management, consultation, testing and treatment are confidential and will be conducted by the assigned therapist.
- The right to freely discuss needs, concerns, and to present and discuss any suggestions of complaint with his/her therapist.
- The right to expect that if a scheduled appointment time cannot be kept, the client will be notified in a reasonable period of time.
- The right to complain and pursue a grievance procedure. In cases such as these, the following procedure is recommended: Discuss the complaint with your assigned therapist; if no resolution is reached, the client may contact the Minnesota Board of Psychology, Social Work, or Behavioral Health and Therapy.

**Client Responsibilities:**

Each client has the responsibility to:

- Refrain from any form of abuse of self, others and property. Clients are responsible for the repair or replacement of any property damage at Legacy Mental Health Center.
- Devote reasonable energy and time to therapy work. Therapy is generally difficult work. For progress to occur, it is recommended that the client gives his/her therapy a high priority ranking.
- Fulfill any contract behavior.
- Be honest concerning thoughts and feeling about his/her therapy and treatment.
- The client's therapy time is specifically reserved for him/her, therefore, there will be a charge for missed appointments and for appointments that are cancelled with less than a 48-hour notice. Exceptions may be made for emergencies or extenuating circumstances.
- Keep current in paying therapy fees.
- Respect the confidentiality of other clients.
- Inform his/her therapist of any physical, emotional or other changes that have the potential to impact therapeutic treatment.
- Supervise the activities of your children while they are in the waiting area.

I have read and fully understand my rights and responsibilities.

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Signature of Client/Guardian

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Date