

## CLIENT RIGHTS AND RESPONSIBILITIES

### YOUR RIGHTS AS A CLIENT

- Complaints. I will investigate your complaints.
- Suggestions. You are invited to suggest changes in any aspect of the services I provide.
- Civil Rights. Your civil rights are protected by federal and state laws.
- Cultural/spiritual/gender Issues. You may request services from someone with training or experiences from a specific cultural, spiritual, or gender orientation. If these services are not available, I will help you in the referral process.
- Treatment. You have the right to take part in formulating your treatment plan.
- Denial of services. You may refuse services offered to you and be informed of any potential consequences.
- Record restrictions. You may request restrictions on the use of your protected health information (PHI); however, I am not required to agree with the request.
- Availability of records. You have the right to obtain a copy and/or inspect your protected health information; however I may deny access to certain records, in which case, I will discuss this decision with you.
- Amendment of records. You have the right to request an amendment in your records; however, this request could be denied. If denied, your request will be kept in the records.
- Medical/Legal Advice. You may discuss your treatment with your doctor or attorney.
- Disclosures. You have the right to receive an accounting of disclosures of your PHI that you have not authorized.

### YOUR RIGHTS TO RECEIVE INFORMATION

- Costs of services. I will inform you of how much you will pay.
- Termination of services. You will be informed as to what behaviors or violations could lead to termination of services.
- Confidentiality. You will be informed of the limits of confidentiality and how your PHI will be used.
- Policy changes.

### MY ETHICAL OBLIGATIONS

- I dedicate myself to serving the best interest of each client.
- I will not discriminate between clients or professionals based on age, race, creed, disabilities, handicaps, preferences, or other personal concerns.
- I maintain an objective and professional relationship with each client.
- I respect the rights and views of other mental health professionals.
- I will appropriately end services or refer clients to other programs when appropriate.
- I will evaluate my personal limitations, strengths, biases, and effectiveness on an ongoing basis for the purpose of self-improvement. I will continually attain further education and training.
- I hold respect for various institutional and managerial policies, but will help improve such policies if the best interest of the client is served.

### CLIENT'S RESPONSIBILITIES

- You are responsible for your financial obligations to your therapist as outlined in the Outpatient Contract for Services.
- You are responsible for following the policies outlined in the Outpatient Contract for Services.
- You are responsible to treat staff and fellow clients in a respectful, cordial manner in which their rights are not violated.
- You are responsible to provide accurate information about yourself.

If you believe your rights have been violated, contact your attorney or the Iowa State Bureau of Professional Licensure.

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(Client/legal guardian (if minor) and date)

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