



CLEAR HARBOR COUNSELING CLIENT RIGHTS AND RESPONSIBILITY

Attendance and Collaboration

Consistent attendance at therapy sessions is essential to making progress in therapy. It can be hard to keep progress moving forward if there are significant gaps of time between sessions. We try to make our schedules work for both client and therapist by not taking more clients than we can reasonably fit into the schedule, providing a variety of times and days for appointments and for notifying clients in advance (if possible) if their therapist will be out of the office. No-shows and late cancels makes it hard for us to judge our availability accurately. Excessive no-shows or late cancels (less than 24 hours) may be reason to terminate services. If you must cancel an appointment, CHC asks that you do so at least 24 hours in advance. If you have the plague, please cancel and stay home. If late cancels become an issue you may be charged a late cancel fee.

Therapy is about what you put into it in addition to the therapy sessions themselves. Your input into what you need in therapy is vital and you are encouraged to ask questions, bring up concerns about the therapy process and express your needs. Your therapist will do their best to make sure that therapy is moving in the right direction and if at any time you feel that you need something different we encourage you to bring it up. We're good, but not mind-reading good.

Contacting your provider

Due to providers' work schedules, they often are not immediately available by phone, email or text. They will make every effort to return your message as soon as possible. If you choose to use email please note that email is not a secure form of communication. Clients will have access to the patient portal portion of CHC's electronic medical record to aid in scheduling and managing appointments. Clients may also use the Spruce Health app to communicate with their therapist. A separate authorization will be given if clients choose to utilize these services.



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Contact continued:

If you are unable to reach your provider and feel that you cannot wait for them to return your call, the nearest emergency room. In cases of emergency, always do what is necessary to keep yourself and others safe by calling 911 or seeking other emergency services. Email, text and phone messages should not be used to relay information about suicidal intent or ideation. If your provider will be unavailable for an extended time, such as when they are on vacation, they will provide you with the name of a colleague to contact, if necessary.

Billing and Payments

Copays are due at time of service and can be made by cash, check, or credit card. As a courtesy, we will file for reimbursement with the insurance company; however, the ultimate responsibility for payment on the account is the client's or the client's parent/guardian. By signing this form you are authorizing CHC to provide necessary information about your care to your insurance company.

If your provider is out of network with your health insurance provider, they will provide you with a receipt you can submit for reimbursement. Fees for some court-ordered reports and processes, consultation services, and special assessments may not be covered by insurances.

Clear Harbor Counseling does not accept responsibility for collection of any claim or negotiating a settlement on a disputed claim. In the event the client or client's parent/guardian does not pay an outstanding balance, the client's account may be referred to a collection agency, which could lead to legal action.



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Clients Rights

- To be treated with dignity, respect and have individualized treatment
- To expect that your provider has met the minimal qualifications of training and experience required by state law
- To inquire about their training, professional competencies, experience, and education
- To be informed of the cost of professional services before receiving the services
- To privacy as defined and limited by rule and law
- To be free from being the object of unlawful discrimination while receiving counseling services
- To be free from exploitation for the purpose of CHC's benefit or advantage
- To have access to your records as outlined in the Notice of Privacy Practices except as otherwise prohibited by law
- To terminate services at any time
- To know the intended recipients of records
- To withdraw consent to release assessment results, unless this right is prohibited by law or court order or is waived by prior written agreement
- To a nontechnical description of assessment procedures; explanation and interpretation of assessment results, unless this right is prohibited by law or court order or this right was waived by prior written agreement.



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Clients Responsibilities

- To ask questions if you do not understand something
- To understand your treatment plan
- To keep appointments
- To keep your therapist informed about any changes in insurance or contact information.

Therapist Rights and Responsibilities

Your therapist has the responsibility to provide care appropriate to your situation, as determined by prevailing professional standards. To accomplish this, they also have certain rights, including:

- The right to information needed to provide appropriate care
- The right to be reimbursed, as agreed, for services provided
- The right to provide services in an atmosphere free of verbal, physical, or sexual harassment
- The right and ethical obligation to refuse to provide services that are not clinically indicated.