

Bill of Client Rights

A. *Taking part in treatment decisions*

You have the right to know your treatment options and take part in decisions about your care. Parents, guardians, family members, or others that you choose may speak for you if you cannot make your own decisions.

B. *Respect and non-discrimination*

You have a right to considerate, unbiased, and respectful care from your counselors and health plan representatives.

C. *Confidentiality (privacy) of health information*

You have the right to talk privately with your counselor and to have your health care information protected.

Please understand that confidentiality can be breached under these circumstances:

1. Suspected or factual child abuse/neglect
2. Suspected or factual elder abuse/neglect
3. Threat to harm others or self
4. If subpoenaed before a judge in a court of law

D. *Complaints and appeals*

You have the right to a fair, fast and objective review of any complaint you have against your counselor or mental health care plan. Resolve Strategies' owner and clinical director, Andrea Epting, will hear any complaints or appeals you may wish to present.

E. *Consumer responsibilities*

As a Resolve Strategies client, you should expect to take on some responsibilities as addressed in your treatment plan. Having clients actively involved in their care increases the chance of the best possible outcome.

Clients are expected to treat their counselors with respect. Clients should respect the counselor's time...understanding that payment is required for missed appointments without 24-hour cancellation.

F. *Termination of services*

You have the right to consent or to refuse services and/or terminate treatment at any time.

Please be informed that the HIPPA complaint procedures on the following page may not apply, as Resolve Strategies, LLC does not accept insurance or reimbursement from third party payers, and Resolve does not share information with third party payers.