



## Rights and Responsibilities

**Non-discrimination Notice:** Relate Counseling Center does not discriminate on the basis of race, color, national origin, sex, age, or disability. We provide accommodation for people with disabilities in a timely manner and free of charge when they are needed to perform services. Relate provides language assistance services for people with limited English proficiency, also free of charge. Please alert us if you would benefit from any accommodation.

If you have any concerns about our policies, please contact the Human Resources Director at Relate Counseling Center by calling 951-932-7277. You may also file a complaint with the Office for Civil Rights by email:

[OCRformsubmissions.dot@state.mn.us](mailto:OCRformsubmissions.dot@state.mn.us) or phone: 651-366-3073.

### Client Rights

As a client of Relate, you have the right to know the professional qualifications of the therapist to whom you are assigned.

You have the right to discuss with your therapist possible outcomes and side effects of any treatment you receive (including prescribed medications), and an estimate of the predicted length, cost, goals, and outcome of treatment, as well as alternative options to that treatment.

You are expected to be on time for appointments, to participate actively in the therapy process, and to give feedback to your therapist about your progress in therapy.

You have the right to ask your therapist about any results or interpretations of psychological testing that you complete here.

**MINORS:** If you are a minor (under 18 years of age), you have the right to request, in writing, that information in your records not be shown to your parents or guardians. You will need to state what information you don't want shown to them and why you are requesting this. If Relate agrees that it would not be in your best interest for your parents or guardians to be given this information, it will not be shown to or shared with them.



## **Client Financial Responsibilities**

It is your responsibility to understand what services are covered under your insurance or other third-party payor. If you have questions, we will be happy to give you the information your insurance company has quoted, however insurance companies do not guarantee payment over the phone. Coverage is determined at the time a claim is submitted.

It is your responsibility to inform the billing office or your therapist immediately if anything changes with your insurance or with your financial situation. Failure to provide insurance/financial information, or other requested financial information, make agreed upon payments and/or not showing up for your scheduled appointments could result in Relate terminating services and giving you options to other mental health providers outside of our agency.

It is your responsibility to make your payment at the time of your appointment(s).

You are expected to give at least 24 hours advance notice if you must cancel your appointment or a fee will be charged. This fee is not billable to insurance, and is the clients' responsibility. Multiple missed appointments could result in termination of services.

## **Staff Rights/Responsibilities**

Your therapist can be contacted during their regular hours. Administrative staff are available to take phone calls during regular business hours. If you are experiencing a crisis, our staff or phone greeting can provide resources for you to contact immediately.

Your therapist has the right to refuse a form of treatment that you may request if he/she believes it is not in your best interest, or if some other conflict of interest exists.

Your therapist has the right to terminate treatment with you, and make appropriate referrals to other resources, if he/she judges that you are not benefiting from treatment here.

Your therapist has a responsibility to be ethical in the provision of your professional services, to be on time for appointments, to follow Center procedures, and to refer you to another therapist if he/she cannot provide services you require.