~ Client Rights and Responsibilities ~
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**Client Rights**

- The right to quality and respectful care, without discrimination, regardless of race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic or veteran status.

- The right to confidential and considerate care, respecting privacy and dignity, in a safe non-threatening environment.

- The right to adequate information regarding all aspects of services provided or treatment available, in order to make informed choices regarding your health care. The information be easy to understand and in an appropriate language.

- The right to request transfer to another provider within LMHC.

- The right to consent or refuse services before they are provided.

- The right to make a complaint about the service or treatment received from LMHC and expect the complaint will be investigated appropriately and in confidence. Clients will not be disadvantaged in receiving continuing services by making a complaint.

- The right to read your health record in accordance with HIPAA and Minnesota Data Privacy Guidelines.

**Client Responsibilities**

- To show consideration and respect and behave in a manner which does not cause undue disruption to staff and clients.

- To be respectful of LMHC property.

- To maintain confidentiality regarding information about other clients or participants in groups or programs conducted by LMHC.
To provide complete and accurate information to the service provider in order to receive the best care. Clients are encouraged to ask questions, discuss treatment and if in doubt request a second opinion.

To keep appointments or give notice as early as possible if unable to attend.

To follow action or treatment plans which have been chosen in consultation with the service provider.

To pay your bill at the time of appointment.

**Staff Responsibilities**

- Be aware of and adhere to clients rights as outlined above.

- Ensure clients receive verbal and written information regarding their rights at the time of first contact and ensure that this information is in an appropriate language.

- Discuss confidentiality issues with clients and possible limits to confidentiality; for example, duty to care, professional development, auditing of files, data collection, opening of files to other disciplines to discuss, and obtain permission before discussion, issues with other service professionals within LMHC or outside agencies.

- Discuss with clients involved in groups and programs the importance of maintaining confidentiality in regard to other group members.

- Provide all new clients with a copy of the Rights and Responsibilities leaflet prior to the initial assessment and be responsible for verbal explanation of the policy as necessary.

- Ensure that communication occurs with the care provider should effective communication with the client not be possible.

**Reduced Fee Options**

- LMHC provides services for a six county area: Becker, Clay, Douglas, Grant, Otter Tail and Pope Counties. If you live in one of these counties and meet financial eligibility criteria you may qualify for a reduced fee. This reduced fee applies to most outpatient and psychiatry services (not Chemical Dependency program). In order to qualify for the reduced fee, you need to provide verification of your gross family income, expenses and family size.