

Temanos Counseling Center · Ginna Maus, LCSW

CLIENT BILL OF RIGHTS & RESPONSIBILITIES

We consider you a partner in your care. When you are well-informed, participate in treatment decisions, and communicate openly with your clinician you are helping to make your care as effective as possible. Temanos Counseling Center and its staff encourage respect for the personal preferences and values of each individual. We will meet your needs for care to the extent they are in accord with our mission and philosophy, are permitted by law and are in our scope of service.

While being treated by Temanos Counseling Center (TCC) staff, you, and when appropriate, your family has the right to the following:

RIGHTS:

Information:

You have the right to be well informed about your mental health status, possible treatments, and likely outcomes. You have the right to discuss this information with your clinician and/or your primary care doctor. You have the right to know the names of the people treating you.

To Consent or Refuse:

You have the right to consent to or refuse a treatment, as permitted by law, throughout your course of care. If you refuse a recommended treatment, you will receive other needed and available care.

Privacy and Security:

You have the right to privacy and security. TCC, your clinician, and others involved in your care will protect your privacy and security as much as possible and in accordance with the law.

Confidentiality:

You have a right to expect *all* information pertaining to your care will be kept confidential including your treatment records, unless you give permission to release information or reporting is permitted by law. When TCC or its staff release information to others such as insurers, they emphasize that the information is confidential.

Medical Records:

You have the right to view your medical records and to have the information explained, except when restricted by law.

Transfer:

You have the right to expect that TCC and its staff will give you all the necessary health services to the best of their ability. If treatment referral or transfer is recommended or requested, you will be informed of risks, benefits, and alternatives.

Relationships:

You have the right to know if TCC or its staff have relationships with outside parties that may influence your treatment and care. These relationships may be with other state programs/institutions, other health providers, or insurers or community members.

Care alternatives:

You have the right to be told of realistic care alternatives when our care is no longer appropriate. You also have the right to request a different therapist within or outside of our agency.

Charges and policies:

You have the right to know about rules that affect you and your treatment and about charges and payment methods.

Ethics:

You have the right to seek the assistance of the Clinic Director regarding ethical issues that may arise in the provision for your care.

Complaints:

You have the right to voice your questions, concerns, or complaints to your Clinician, the Clinic Administrative staff and the Clinical Director or you may put it in writing and send it to

Temanos Counseling Center
c/o Virginia Maus, LCSW
1215 Michigan St-C
Sandpoint, Idaho 83864
Phone: (208) 263-8948

Complaints are reviewed and clients are notified of the decisions made based upon the complaint within 30 days

If you are not satisfied with the decision made in concern to your complaint you can further proceed by sending your complaint in writing to:

Idaho Bureau of Licensing
1109 Main St Suite 220
Boise, Idaho 83702-5642

RESPONSIBILITIES:

While being treated by Temanos Counseling Center staff, you, and when appropriate, your family has the responsibility to do the following:

- to provide, to the best of your knowledge, accurate information relating to you and/or your families health and personal situation
- to accept personal responsibility to follow a treatment plan and any homework recommendations
- to accept personal responsibility if you refuse treatment
- to assume financial obligations for services rendered
- to respect the rights of other clients and Temanos Counseling Center personnel with whom you may come in contact
- to keep scheduled appointments or notify the office of cancellation at least 24 hours in advance.

Client Signature

Date