

Client Bill of Rights & Responsibilities

Client Rights

ILCC welcomes you into our facility. We are honored to serve you. The following is a list of what you can expect at Integrated Life Counseling Center as reasonable service.

You have the right:

- To be informed of the costs of care and treatment which you are responsible to pay, as well as your insurance reimbursement.
- To be free from being the object of unlawful discrimination and exploitation while receiving counseling services.
- To be made aware of the therapist's qualifications, training and areas of expertise.
- To be informed of the ethics code your therapist follows.
- To participate in the planning and revision of your treatment and care.
- To ask questions about your treatment and associated materials.
- To have a nontechnical explanation of the nature and purpose of the counseling procedures to be used and the results of assessments administered to the client.
- To discuss your treatment with others, to seek out a second opinion.
- To request sharing elements of your record with a qualified therapist or organization.
- To decline services, treatment strategies and specific interventions, including terminating therapy at any time.
- To have your records be kept confidential, with the exceptions outlined in the Notice of Privacy Practices.
- To request to view or obtain your records.
- To seek assistance from your therapist's board regarding a grievance of his/her behavior.

Grievance Procedure:

If you believe your rights have been violated, this grievance procedure is an option for you:

- You are encouraged, but not required to discuss the situation with the staff member involved.
- If you wish to file a grievance, you may request a "Client Rights Grievance Form" from your therapist. This may be mailed to:
Director of Operations
Integrated Life Counseling Center
8931 33rd St. N.
Lake Elmo, MN 55042
- In the event the grievance with Integrated Life Counseling Center is not resolved to your satisfaction, you have the right to file a complaint with the State of Minnesota Department of Human Service, Licensing. The number is (651)296-3971.

Limitations to confidentiality:

- For minor clients, parents/guardians may know the client's condition, diagnosis, treatment plan and progress of therapy.
- In the event the client is/becomes a vulnerable adult.
- In cases where child abuse is suspected/reported.

- If the client indicates danger to self or another/others, the therapist must report this to others, such as family members, police or the threatened party.
- Consultation/supervision with another therapist to provide best services. These discussions remain private within these relationships.
- Upon the client authorizing a release of information.
- The fulfillment of a court subpoena.

Crisis Procedure:

If you are experiencing a crisis, and need immediate attention call one of the following numbers:

Crisis Hotline	211 or (651) 291-0211
Woodwinds Hospital Emergency Department	(651) 232-0348
St. John’s Hospital Emergency Room	(651) 232-7348
Washington County Adult/Child Mental Health	(651) 430-6484
Ramsey County Adult Mental Health Crisis Unit	(651) 266-7900
Ramsey County Children’s Crisis Response	(651) 774-7000
For All <u>Life-Threatening Emergencies</u>	911
Text	741741

Client Responsibilities

We ask that as our client, you would adhere to the following guidelines to help us create a calm and welcoming environment.

- Please refrain from any verbal conversations on your cell phone in the waiting room. If necessary, phone calls should be taken outside.
- Cell phone volume should be turned off when playing a game, watching a movie, etc.
- Please be aware that your voice carries in the waiting room and make every attempt to use a soft spoken volume and tone in your conversations with others.
- ILCC does not allow any verbal or physical altercations or violence on it’s premises. Please take space if needed to cool down and do not use intimidating behavior towards clients or staff.
- Be kind and respectful to all.