



Rights and Responsibilities

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 will be available for calls during business hours. In case of emergency, he or she can be contacted through Relate's answering service by calling our regular number.

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 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.