

Client Rights and Responsibilities Document

Clients of psychotherapy services offered by clinical social workers licensed in the State of North Carolina have both rights and responsibilities, many of which are outlined here.

CLIENTS' RIGHTS are:

- To be treated with dignity and respect;
- To have their treatment and other client information kept private (only in an emergency, or if required by law, can records be released without client permission);
- To expect that a therapist has met the minimal qualifications of training and experience required by state law;
- To receive appropriate referrals to other providers/ psychotherapists / agencies whenever requested, as well as in the case of a termination of therapy;
- To examine public records maintained by the North Carolina Social Work Certification and Licensure Board (NCSWCLB), which contain the credentials of a therapist;
- To obtain a copy of the Code of Ethics from the National Association of Social Workers (NASW), 750 First Street, NE Suite 700 Washington, DC 20002-4241 / www.socialworkers.org;
- To report complaints to their therapist, and/or to the North Carolina Social Work Certification and Licensure Board (NCSWCLB) / complaints are submitted in writing to: NCSWCLB P.O. Box 1043 Asheboro, NC 27204.
- To be informed of the cost of a professional service before receiving the services;
- To privacy as defined by rule and law;
- To be free from being the subject of discrimination on the basis of race, sex, socioeconomic status, religion, gender, ethnicity, sexual orientation, age, national origin, or other unlawful category while receiving services;
- To have the right of access to their records (seeing records and/or getting a copy of the records requested. The therapist must respond to a *written* request for records within 30 days after receiving it);
- To be free from exploitation for the benefit or advantage of a therapist;
- To take part in treatment planning;
- To decide whether or not to file with insurance, knowing the diagnosis will be part of the requirement for billing insurance. (If a client doesn't meet criteria for an accepted/billable diagnosis, insurance will not reimburse for services, and the client will have to self-pay.)
- To terminate psychotherapy at any time they choose.

CLIENTS' RESPONSIBILITIES are:

- To give the psychotherapist information they need. This is so they can deliver the best possible care;
- To discuss any concerns/ questions with the psychotherapist's policies, Client Rights, and/or issues with the psychotherapy services they are receiving;
- To let their psychotherapist know when the treatment plan no longer works for them;
- To treat the psychotherapist with dignity and respect;
- To keep their appointments;
- To call their psychotherapist as soon as possible, if they need to cancel visits;
- To stay current with all payments;
- To check insurance coverage, notifying the psychotherapist about any changes to insurance/ coverage;
- To pay any costs the insurance company does not cover/ reimburse for;
- To pay any owed money, even if treatment has ended;
- To ask their psychotherapist questions about their care, so they can understand their care and their role in that care;
- To let their provider know about problems with making payments;
- To follow the plans and instructions for their care. *The care is to be agreed upon by the client and psychotherapist;*
- Report abuse and/or fraud;
- Openly report concerns about the quality of care they receive.

I have read the above rights and responsibilities. I understand and agree with them.

Client Name (Print) _____

Client Signature _____ **Date:** _____