

FREEDOM COUNSELING CENTER

(aka ANDROS FAMILY SERVICES)

(for mail only) 326 Walnut St., St. Peter, MN 56082 (507) 934-4160

David Andros, MS, Licensed Psychologist (Minnesota #3107)

COUNSELING SITE: 1120 South Ave., (Life Family Church bldg.) North Mankato, MN 56003

CLIENT RIGHTS AND INFORMATION

Effective communication between the client and the therapist is an important part of the therapy process. The following information covers many of the questions that may arise about therapy, and includes a listing of the client's rights and obligations. Any questions you may have that are not covered may be brought to the attention of your therapist.

1. **The Bill Of Rights** of clients obtaining psychological services is as follows. It is not a legal bill of rights, but is a statement of what you can reasonably expect from a therapist.

YOU HAVE THE RIGHT:

- To ask questions at any time.
- To know if a therapist is available to see you, or if not, how long the waiting period would be.
- To be fully informed of the therapist's qualifications to practice including training and credentials, years of experience, and so forth.
- To be fully informed regarding the therapist's areas of specialization and limitations.
- To ask questions about issues relevant to your therapy.
- To be fully informed of the extent of written or taped records of therapy and their accessibility.
- To specify or negotiate therapeutic goals and to re-negotiate when necessary.
- To be fully informed regarding fees for therapy and method of payment including insurance reimbursement.
- To refuse any intervention or treatment strategy.
- To discuss any aspect of your therapy with others outside the therapy situation, including consulting with another therapist.
- To require the therapist to send a written report regarding services rendered to a qualified therapist or organization on your written authorization.
- To know the ethics code to which the therapist adheres.
- To solicit help from the ethics committee of the appropriate professional organization in the event of doubt or grievance regarding the therapist's conduct.
- To terminate therapy at any time.

2. **Psychotherapy** can involve some risk for the client in certain situations.

Sometimes, the client will not obtain the desired results or goals from psychotherapy in the time period expected. This can result in frustration and dissatisfaction. Counseling is not an exact science with predictable outcomes. During the process of the therapy, psychological pain and distress can occasionally arise as difficult issues are addressed and worked through. The therapist may recommend referral for supplemental care when appropriate. If adequate progress is not being made in therapy or if it becomes apparent that the therapist does not have the skills necessary to address the client's issues that have emerged during therapy, the therapist may either refer for more specialized care or discontinue therapy and assist with a referral to an appropriate therapist, health care professional, or therapy program.

3. **Confidentiality:** Confidentiality is maintained for all clients except in the following cases:

- If **child abuse** is either reported or suspected.
- When the **child is a minor**. The parents/guardians are entitled to know the condition, diagnosis, and progress of therapy.
- If the **client poses a "clear and imminent danger" either to themselves or someone else**. The therapist is required to report such danger to the appropriate parties, including family members, police, or the threatened party.
- if the client is or becomes a "**vulnerable adult**."
- If the **client releases information with a written authorization**.
- If a **court subpoenas your records**.
- When **consultation or supervision with another therapist is desired** in order to provide the best possible therapy. Such discussions will, of course, remain private within this relationship.

4. **Second opinion:** If you would like a second opinion regarding your specific problems or condition, this issue would be brought to the attention of the therapist, and the therapist will offer assistance in obtaining an appropriate referral.

5. **Discontinuation of Therapy:** You may discontinue therapy at any time. Please feel free to discuss this with your therapist. Your therapist may discontinue therapy if financial conditions stipulated in the Professional Counseling Agreement are not met or if transfer to another therapist is desirable.

6. **Emergency:** We return calls received during non-office hours as promptly as possible. If you are in a crisis and need immediate attention, call your physician, or local/regional area hospital, or dial 911 if needed.

7. If a **grievance** with Freedom Counseling Center is not resolved to your satisfaction, you may file a complaint with the Minnesota Board of Psychology at (612) 617-2230.

Consumers of psychological services offered by psychologists have the right:

- to expect that the psychologist has met the minimal qualifications of training and experience required by state law;
- to examine public records maintained by the board of psychology which contain the credentials of the psychologist;
- to obtain a copy of the rules of conduct from the State Register and Public Documents Division, Department of Administration, 117 University Ave., St. Paul, MN 55155;
- to be informed of the cost of professional services before receiving the services;
- to privacy as defined by rule and law;
- to be free from being the object of discrimination on the basis of race, religion, gender, or other unlawful category while receiving psychological services;
- to have access to their records as provided by statute; to be free from exploitation from the benefit or advantage of the psychologist.