

# Client Rights and Responsibilities

## As a client of James Gagnon, Ph.D., LCSW you have the following rights:

1. You will receive a written copy of these rights and responsibilities during your initial meeting. A copy of these client rights will be conspicuously posted in the office for future review as needed.
2. You will receive competent professional services regardless of your race, age, religious beliefs, national origin, economic status, sex, sexual orientation or disability.
3. Any questions you have will be answered to the best of my ability.
4. You will have input into the design and implementation of an individualized service plan.
5. Your right to privacy underlies the maintenance of confidentiality in a professional relationship. Any information you disclose to James Gagnon, Ph.D., LCSW about your problems will not be reviewed or released without your written consent *except*:
  - a. If you indicate your intention to harm yourself or someone else;
  - b. If you inform me of your knowledge of physical or sexual abuse to a minor, aged, or incompetent person. The service provider is under ethical obligation and is required by Florida law to report this information to the proper authorities and/or professionals;
  - c. When authorized persons representing entities, who are allowed by law to review records and have made a commitment to the protection of your confidential information needs to review information order to audit and/or monitor contracts.
6. You have the right to review in my presence any information about you in the records, and to enter clarifying statements into it.
7. You have the right to terminate counseling services at any time, to refuse or change a course of treatment and to be referred to an appropriate treatment resource if termination is premature, or failing that, to be helped to terminate treatment as constructively as possible, leaving the door open for you to reapply for service at another time.
8. You have the right to referrals to other community services and to advocacy on your behalf, if necessary, to obtain needed services when your environment so indicates. Collaborative contacts shall be maintained as necessary with other providers to ensure the coordination of services and your receipt of optimal benefits from the various services.
9. If you are dissatisfied with the treatment or services you receive, or in the event that you believe your rights have not been honored I ask that you attempt to resolve these differences with me.
10. You have the right to file a Written grievance pertaining to unresolved concerns about services received. All such grievances will be fully investigated and the outcomes of the investigation will be provided to you. You will be provided written guidance regarding grievance procedures.

## As a client of James Gagnon, Ph.D. LCSW you have the following responsibilities:

1. To complete all forms and provide all required documentation, including requested supporting financial documentation, prior to the provision of services.
2. To be actively involved in the planning and implementation of your service plan.
3. To keep your appointments or to cancel 24 hours in advance. If there is a fee for service we reserve the right to charge for late cancellations (less than 24 hours' notice) and for "no-shows". This fee is ½ the established fee for sliding scale clients. Clients arriving over 15 minutes late may be rescheduled.
4. To pay for your services at the time of your appointment or to make arrangements for a delayed schedule of payment of your sliding fee, co-pay and/or deductible.
5. If receiving psychotherapeutic counseling services, to consent in writing that receiving those services as necessary or advisable for your overall well-being.

## You may be denied further services under the following conditions:

1. If you have missed three consecutive appointments.
2. If you provide false information needed to provide or qualify for services.
3. If you are not actively participating in your service plan.
4. If you display violent or threatening behavior or language.
5. If you are three sessions behind in your fee payments.
6. If you use mood altering substances during the course of sessions.
7. It is your service provider's professional judgement that you would be better served at another agency.
8. If the nature of your symptoms indicates the need for medication and you refuse to consult a physician for assessment.
9. If you are actively involved in therapy with another therapist who is not working in cooperatively with me for your benefit.