



## Client Rights and Responsibilities

LITTLE BIRD PSYCHOTHERAPY, P.S., INC

### **STATEMENT OF CLIENT RIGHTS AND RESPONSIBILITIES**

Pursuant to Washington Administrative Code (WAC) 388-877-0600 and Revised Code of Washington (RCW) chapters 70.96A, 71.05, 71.12, and 71.34, Little Bird Psychotherapy (LBP) is committed to providing high quality, respectful and compassionate care for those working to overcome difficulties within important areas of life functioning.

#### **Client Rights**

This Client Bill of Rights is provided to clients upon admission and is also available upon request. LBP will ensure that you are treated in a manner that respects individual identity, human dignity and fosters constructive self-efficacy by ensuring you have the right to:

- Receive services without regard to race, creed, national origin, religion, gender, sexual orientation, age or disability;
- Practice the religion of choice as long as the practice does not infringe on the rights and treatment of others or the treatment service. Individual participants have the right to refuse participation in any social or religious practice;
- Be reasonably accommodated in case of sensory or physical disability, limited ability to communicate, limited English proficiency and cultural differences;
- Be treated with respect, dignity and privacy, provided that reasonable means may be used to detect or prevent items/contraband that may be harmful or injurious to the client or others, from being possessed or used on the premises;
- Receive treatment in a healthy, safe, clean and comfortable environment;
- Be free of any sexual harassment;
- Be free of exploitation, including physical and financial exploitation;
- Be free of restraint and/or seclusion;
- Have all clinical and personal information treated in accordance with state and federal confidentiality regulations;
- Review your clinical record in the presence of the administrator or designee and be given an opportunity to make amendments or corrections;
- Receive a copy of agency complaint and grievance procedures upon request and to lodge a complaint or grievance with the agency, if you believe your rights have been violated; and
- File a complaint with the department when you feel the agency has violated a Washington Administrative Code requirement regulating behavior health agencies without interference, discrimination or reprisal. You may choose whether to notify LBP of the complaint.
- All research concerning consumers whose cost of care is publicly funded must be done in accordance with all applicable laws, including DSHS rules on the protection of human research subjects as specified in chapter 388-04 WAC;
- If you are Medicaid eligible, to receive all services which are medically necessary to meet your care needs. In the event that there is a disagreement, you have the right to a second opinion from:
  - A provider within the regional support network about what services are medically necessary; or
  - For consumers not enrolled in a prepaid health plan, a provider under contract with the mental health division.
- Be free from maltreatment, abuse and neglect, including being deprived of food, clothes or other basic necessities, as defined by Washington's Abuse of Children laws (Washington Revised Code Section 26.44.020(1)) or Washington's Abuse of Vulnerable Adults laws (Washington Revised Code Sections 74.34.020(2) and 74.34.020(12));

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- Receive accurate information about LBP, Tiffany Cannon-Keiser, MA, LMHC, services, clinical guidelines and client rights and responsibilities;
- Expect that Tiffany Cannon-Keiser, MA, LMHC meets training and experience qualifications required by state law and continually works toward maintaining expertise in providing clinical services to individuals seeking mental health treatment;
- Be informed of the cost of professional services and treatment before receiving the services;
- Participate in planning your own health care and treatment that considers your own medical and/or mental health advance directives;
- Refuse to perform services for the benefit of LBP unless agreed to by you, as part of the individual health care plan and in accordance with applicable law;
- Have family members or significant others participate in the planning of your treatment;
- Interpreter services may be available for individuals with Limited English Proficiency (LEP) and audio interpretation available for individuals with sensory disabilities;
- Contact Washington licensing boards for public data on any practitioner, or to report specific complaints:
  - *Washington State Department of Health, Health Systems Quality Assurance, Complaint Intake, P.O. Box 47857, Olympia, WA 98504-7857.....800-633-6828*
  - *Washington State Department of Health, Health Systems Quality Assurance (for information on psychologists, social workers, marriage & family therapists, and mental health counselors) P.O. Box 47877, Olympia, WA 98504.....360-236-4700*
  - *Washington State Department of Health, Medical Quality Assurance Commission (for information on physicians) P.O. Box 47866, Olympia, WA 98504.....360-236-2750*
  - *Washington State Department of Health, Nursing Care Quality Assurance Commission (for information on nurses) P.O. Box 47865, Olympia, WA 98504.....360-236-4700*

### **Client Responsibilities**

As a client of Little Bird Psychotherapy, you have the responsibility to:

- Openly share the concerns that brought you to seek treatment, and to provide, to the extent possible, information that Tiffany Cannon-Keiser needs in order to provide optimal care for you;
- Treat other clients and client information with respect and confidentiality; client and treatment information learned in various treatment settings must be kept private and confidential;
- Participate, to the degree possible, in understanding your behavioral health problems, developing mutually agreed upon treatment goals and engaging in treatment;
- Actively work toward your treatment goals and participate in your recovery process;
- Keep scheduled appointments and give at least 24 business hours prior to cancellation notice when unable to keep your appointment. A pattern of failed appointments may result in discontinuation of services;
- Be aware that not following treatment recommendations may compromise your health and safety, including leading to very serious medical and psychological consequences;
- Notify Tiffany Cannon-Keiser if your condition worsens or if you are having difficulty keeping yourself safe. In a crisis situation, if you are unable to reach Tiffany Cannon-Keiser during regular working hours or if the agency is closed, assistance is available by calling:
  - *Regional Crisis Line.....1-877-266-1818*
  - *National Suicide Prevention Lifeline.....1-800-273-8255*
  - *911 or going to the nearest emergency department*