

CLIENT RIGHTS & RESPONSIBILITIES

We want you to be aware of your rights as a client of our agency. The following is a summary of your rights. We have outlined these below, and invite you to ask your counselor if you have any questions about these rights. Following that, there is a list of your responsibilities to help us give you the best care we can.

I. Your Rights

Confidentiality

In the usual course of events, you have the right to keep your counseling here completely private. This means that, without your written permission, no information about your contact with JAKS is available to anyone outside of our agency, including school-based personnel, parents, family members, friends, or outside agencies. However, there are certain exceptions, noted below, with which you should be aware before you enter into a counseling relationship. Please read carefully through these exceptions, and be sure to ask your counselor if you have any questions.

Exceptions to Confidentiality

- If appropriate, your counselor may consult with your treating physician or other healthcare provider to coordinate your care;
- If you pose a threat of harm to yourself, to another person, or to the community, we will take whatever steps are required by law, or permitted by law, to help prevent the potential harm from happening. This may include contacting your family and/or school-based officials;
- In the event of a psychiatric hospitalization;
- If you report information indicating that a child, disabled, or elderly person is suffering abuse or neglect;
- A court order, issued by a judge, could require us to release information contained in your records, or could require a therapist to testify.

2. Release of Information: You have the right to discuss with your counselor what information is in your record, and if you sign a release of information authorizing the JAKS Counseling Services to share information with outside sources, you have a right to discuss specifically what information will be released.

3. You have the right to end your counseling at any time.

4. You have the right to request a different counselor to the extent possible if you are dissatisfied with the initial assignment. Reassignment will depend upon availability of alternate counseling staff.

5. You have the right to obtain an evaluation for the issue that brings you here. If we are unable to be of help, we will make every effort to refer you to appropriate outside treatment.

6. You have the right to be informed about the services available to you here, and, unless it is an emergency, to participate in the process of deciding whether or not to utilize these services.

7. You always maintain the right to question the focus of your sessions;

8. You have the right to know the credentials of your therapist;

9. You have the right to ask for a second opinion.

10. You have the right to present a complaint, knowing that your care will not be compromised in any way. If you believe your privacy rights have been violated, you may file a complaint with our practice: **JAKS Counseling Services, 10702 Manchester Rd, Ste 201, Kirkwood, MO 63122**; or with the **State of Missouri Division of Professional Registration, Central Investigation Unit, 3605 Missouri Blvd. PO Box 1335, Jefferson City, MO 65102-0162**. All complaints must be submitted in writing. **You will not be penalized for filing a complaint.**

II. Your Responsibilities

1. Keep your scheduled appointments and let us know as soon as possible if you cannot keep one.

2. Be as honest and open as possible with your counselor.

3. Between sessions, think through the concerns you are addressing in counseling.

4. Follow through on treatment recommendations and complete your counseling homework assignments.

5. We ask that you end your work with us in a termination session, rather than not keeping your appointment. This way you can share and discuss with your counselor what was useful and what could have been improved.

6. If you feel that you might harm yourself or others, contact 911, Behavioral Health Response: 314-469-6644, or Suicide Prevention Lifeline: 1-800-273-TALK (8255). Contact your counselor to schedule a session once you have been stabilized.