



Your Rights and Responsibilities

Dignity & Respect

Saint Louis Counseling supports healing and improved mental health for individuals and families of all backgrounds through professional counseling and psychiatric services. Our services are provided without compromising your dignity, identity or self-worth.

As a Client, you have a right to:

- Your dignity and respect from others.
- Safety from harm or threat.
- Respect for your culture, values and needs.
- Receive services in a confidential and fair manner, without regard to race, gender, religion, nationality or disability.
- Authorize the release of confidential information in writing, except for those areas listed in our Notice of Privacy Practices.
- Request information regarding your own treatment record and request changes to the content. (These changes can be denied for valid reasons.)
- Know when legal requirements may result in the release of confidential information.
- Be treated as the primary source of information (legal guardian where applicable).
- Active involvement in planning and receiving services, building on your strengths and needs.
- Participate freely in decisions regarding services received.
- An explanation of available services and of related fees.
- Information when an appointment is delayed or postponed.
- Refuse services and understand the consequences of your refusal.
- Know the agency's concern/grievance procedure.
- File a complaint without consequences, regarding services being provided.

Service Providers have a right to:

- Treatment with dignity and respect.
- Safety from harm or threat.
- Take steps which might involve law enforcement officials when necessary to protect clients or others.
- Use general information for studies, fundraising and for demographic and statistical purposes.

Saint Louis Counseling may have rights and responsibilities in addition to those listed. Additional policies for minors are available.

Clients are responsible for:

- Active participation in services, complying with program rules for alcohol and drug usage.
- Giving reasonable notice when an appointment cannot be kept.
- Respecting the rights of others who are providing or receiving services.
- Payment of any fees required for services.

Failure to fulfill these responsibilities could result in a client being discharged from the program.

Your Service Providers are responsible for:

- Treating clients and co-workers with respect.
- Arranging the appropriate services within the limits of the agency's resources, based on the client's needs and concerns.
- Maintaining confidentiality of all clients as outlined in our Notice of Privacy Practices.
- Informing clients of circumstances that would legally require the disclosure of confidential information as outlined in our Notice of Privacy Practices.
- Providing a safe environment.
- Reporting suspected abuse, neglect, violence or public health risks as outlined in our Notice of Privacy Practices.