

**Patients' Rights and Responsibilities
regarding Involvement of Care**

1. Therapy takes energy, time and effort. To get the most out of therapy, it is important to schedule weekly and show up for every session. You are free to end treatment anytime.
2. Therapists cannot read your mind. It is important for you to find a way to communicate anything that you have a concern about. You have a right to decide which topics you want to discuss. Your therapist will be more effective if you can let him/her know you don't want to discuss something or that the conversation has gone
3. You will be offered a copy of your treatment plan. We want you to take an active role in your goals for therapy.
4. Keep appointments as made and if needed call to reschedule or cancel with a minimum 24-hour notice or and administrative late fee will be incurred. Exceptions will be made for emergencies and extenuating circumstances.
5. Your copay, coinsurance or payment toward deductible will be accepted at each session.
6. Please notify us of any change in insurance, physical health or ability to pay for your contracted services. It is our goal to work with you.
7. Since our goal is always to foster, repair and restore relationships, you are always welcome and encouraged to bring in a family member, significant other or anyone who would be helpful for your session to reach your goals.
8. We welcome parent's involvement in the care of their minor child. This may take the form of parent sessions without the child, spending the first few or last few minutes of a child's session without the child, or attending the entire session as appropriate. Your child's therapist will benefit from your observations at home and in-between sessions.
9. Minor clients need a safe place to express all thoughts and feelings. For this reason, we adhere to the Safe Harbor Policy of not sharing case notes with parents or attorneys. Your child's therapist will let you know if there is anything that causes a safety or reporting concern. We will be happy to share your child's records to coordinate care with another health care provider if you choose to sign a release.
10. If you have a question, concern or complaint about your billing, please contact Executive Financial Director, Nancy Petroske at 763-746-0891 or email Nancy@SoulWorkCounseling.com. If you have a question, concern or complaint about anything else please contact Clinical Director Janet Schlegel at 763-401-7703 or email Janet@SoulWorkCounseling.com
11. You are entitled to the highest level of care needed. You may need to see your therapist 2x a week or are recommended to seek additional help such as a DBT group with another facility for additional care. If we cannot provide the level of care you need we will help facilitate contacts for you to find the services needed.
12. Please supervise your children in the waiting room and help them respect our other clients and property.