



Patient Rights

You have the right to:

- Request and receive full information about the therapist's professional capabilities, including licensure, education, training, experience, professional association membership, specialization, and limitations.
- Have written information about fees, method of payment, number of sessions, emergency policies, and cancellation policies before beginning therapy.
- Receive respectful treatment that will be helpful to you.
- A safe environment, free from sexual, physical, and emotional abuse.
- Ask questions about your therapy.
- Refuse to answer any question or disclose any information you choose not to reveal.
- Request and receive information from the therapist about your progress.
- Know the limits of confidentiality and the circumstances in which a therapist is legally required to disclose information to others.
- Know if there are supervisors, consultants, students, or others with whom your therapist will discuss your case.
- Refuse a particular type of treatment, or end treatment without obligation or harassment.
- Refuse electronic recording (but you may request it if you wish).
- Request and (in most cases) receive a summary of your file, including the diagnosis, your progress, and the type of treatment.
- Report unethical and illegal behavior by a therapist.
- Receive a second opinion at any time about your therapy or therapist's methods.

If you wish to file a complaint about the clinic, please place a written complaint in a sealed envelope, addressed to "Clinic Supervisor" and place it in the suggestion box in the waiting room. This information is confidential and will only be viewed by the clinic supervisor.

If you wish to file a complaint about a violation of the HIPAA Privacy Rule contact:

The Office of Civil Rights: Region IX - San Francisco

Michael Kruley, Regional Manager

U.S. Department of Health and Human Services

90 7 th Street, Suite 4-100

San Francisco, CA 94103

Phone (415)437-8310; FAX (415)437-8329; TDD (415)437-8311

Email: OCRMail@hhs.gov

Website: <http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html>