

CUMBERLAND VALLEY COUNSELING ASSOCIATES
CLIENT RIGHTS NOTIFICATION

As a recipient of services at our facility, we would like to inform you of your rights as a client and the process for reporting a violation of your rights.

Your rights as a client include the right to:

1. be treated with respect and dignity
2. make complaints and have your complaints heard
3. make suggestions about the services that are provided
4. have your civil rights protected by federal and state laws
5. receive attention to and care for cultural/spiritual/gender needs and receive this care by a therapist with specific training or experiences to meet these needs. If these services are not available at CVCA, we will help you in the referral process
6. receive appropriate treatment and take part in formulating your treatment plan
7. refuse any therapies or services that may be recommended by your therapist
8. be apprised of treatment benefits and risks
9. request restricted use of your protected health records
10. obtain a copy and/or inspect your protected health information; however, CVCA may deny access to certain records, in which case CVCA will discuss this decision with you
11. request an amendment in your records; however, this request may be denied. If denied, your request will be kept in the records.
12. discuss your treatment with your doctor or attorney
13. receive an accounting of disclosures of your protected health information that you have not authorized

You have the right to receive information about:

1. cost of services that CVCA provides
2. what behaviors or violations could lead to termination of services at CVCA
3. confidentiality and the extent and limits of your protected health information and how it will be used
4. any policy changes that affect your treatment or services.

Our ethical obligations to you include:

1. CVCA is dedicated to serving the best interest of each client
2. CVCA will not discriminate among clients or professionals based on age, race, creed, gender, orientation, disabilities, handicaps, preferences or other personal concerns
3. CVCA maintains an objective and professional relationship with each client
4. CVCA respects the rights and views of other professionals
5. CVCA will end services or refer clients to other programs when appropriate
6. CVCA therapists engage in ongoing activities, including continuing education and clinical and peer supervision, in order to increase professional growth and effectiveness
7. CVCA holds respect for various institutional and managerial policies, but will review and amend such policies in the best interests of the practice and CVCA clientele

Your responsibilities as a client include:

1. to fulfill your financial obligations to CVCA as outlined in the *Payment Contract for Services*
2. to follow the policies of CVCA
3. to treat staff and fellow clients in a respectful, cordial manner so that their rights are not violated
4. to provide accurate information about yourself