

# GRANBERRY COUNSELING CENTERS

## MENTAL HEALTH CONSUMERS' RIGHTS

This document is provided to persons receiving mental health services from a Louisiana Licensed Professional Counselor (LPC) or a Louisiana Licensed Marriage and Family Therapist (LMFT). Its purpose is to protect the rights and enhance the well being of clients by informing them of key aspects of the clinical relationship. You have without asking, the right:

1. To be treated in a professional, respectful, competent and ethical manner consistent with all applicable state laws and the following professional ethical standards:
  - a. for Licensed Professional Counselors
  - b. for Licensed Marriage and Family Therapists
2. To receive full information about your treatment provider's knowledge, skills, experience and credentials.
3. To have the information you disclose to your mental health provider kept confidential within the limits of state and federal law. Communications between mental health providers and clients are typically confidential, unless the law requires their disclosure. Mental health providers will inform you of the legal expectations of confidentiality, and should an exception arise, will share only such information as required by law. Examples of such exceptions include but are not limited to:
  - a. abuse of a child;
  - b. abuse of an incapacitated adult;
  - c. Health Information Portability and Accountability Act (HIPAA) regulation compliance;
  - d. certain rights you may have waived when contracting for third party financial coverage;
  - e. orders of the court; and
  - f. significant threats to self, others or property.
4. To a safe setting and to know that the services provided are effective and of a quality consistent with the standard of care within each profession.
5. To know that sexual relations between a mental health provider and clients, clients' romantic partners, clients' family members; former clients, clients' romantic partners, or family members are a violation of the law.
6. To obtain information, as allowed by law, pertaining to the mental health provider's assessment, assessment procedures and mental health diagnoses.
7. To participate meaningfully in your treatment.
8. To documented informed consent: All LPCs and LMFTs are required to provide clients with a declaration of practice, to be informed of the risks and benefits of the proposed treatment, alternative treatments and of no treatment. When obtaining informed consent for treatment for which safety and effectiveness have not been established, therapists will inform their clients of this and of the voluntary nature of their participation. In addition, clients have the right to be informed of their rights and responsibilities, and of the mental health provider's practice policies regarding confidentiality, office hours, fees, missed appointments, billing policies, electronic communications, managed care issues, record management, and other relevant matter except as otherwise provided by law.
9. To obtain information regarding the provision(s) for emergency coverage.
10. To receive a copy of your mental health record within 15 days upon written request (except as otherwise provided by law), by paying the fee set by law to defray the administrative costs of producing the record (LA RS 40:1299.96).
11. To know that your mental health provider is licensed by the state of Louisiana to provide mental health services.
  - a. You have the right to obtain information about mental health practice in Louisiana. You may contact the Licensed Professional Counselors Board of Examiners for a list of names, addresses, phone numbers and websites of state and national professional associations.
  - b. You have the right to discuss questions or concerns about the mental health services you receive with your provider.
  - c. You have the right to file a complaint with the Louisiana Licensed Professional Counselors Board of Examiners if you believe you have been treated improperly.