



Center for Collaborative Health  
7300 Metro Boulevard Suite 400, Edina, MN 55439

### **Client Rights, Policies, and Procedures**

The Center for Collaborative Health (CCH) provides services to individuals, families, and couples and is committed to providing high quality, professional care. As a practice, we believe in a collaborative approach to understanding and treating mental health and we are dedicated to partnering with our clients as they begin working toward improving their lives. We believe that it is important for you to be actively involved in your care, so please carefully read the following document, which provides you with information about our services.

#### **YOUR RIGHTS**

As a consumer of services, offered by those practitioners licensed by the state of Minnesota, you have the right to:

- Privacy and confidentiality – CCH is dedicated to maintaining the privacy of your personal health information as part of providing your care. We are also required by law to keep your information private. Any disclosure of information about you is limited to those disclosures that are permitted or required under state and federal law, as described in our Notice of Privacy Practices. In addition, we may need to share your information with third party payers, including insurance companies, to maintain your eligibility for services. CCH believes that it is important that you are aware that there are exceptions when we are required by law to provide information without your written permission. These include:
  - Risk of harm to self or others
  - Suspected child abuse or neglect that has occurred within the last three years
  - Suspected abuse or neglect of vulnerable adults
  - Admitted prenatal exposure to harmful controlled substances
  - Court orders or Minnesota state laws
  - Collection agencies – limited to demographics and treatment time frame
- Courteous and respectful treatment and care that is based on your needs.
- Expect that the practitioner has met the minimal qualifications of training and experiences required by state law.
- Examine the public records maintained by the Board of the practitioner.
- Obtain a copy of the rules of conduct from the appropriate Board.
- Report complaints to the practitioner, and if not satisfactorily resolved, to file a complaint with the appropriate Board of the practitioner. (A listing of the Professional Boards and their telephone numbers can be found at the end of this document)
- Be informed of the cost of professional services and estimated length of care before receiving the services.
- Receive complete and current information about your treatment, including information concerning your diagnosis, treatment, and progress, in plain language so that you can consider your options and make informed decisions.
- If your care involves testing, you have the right to a nontechnical description of assessment procedures, nontechnical explanation, and interpretation of assessment results, to know the intended recipients of psychological assessment results, and to withdraw consent to release assessment results unless that right is prohibited by law or court order or is waived by prior written consent.
- Be free from being the object of discrimination based on race, religion, gender, age, disability, or other unlawful category while receiving psychological services.
- Refuse or terminate services at any time. Clients who are court-ordered may face consequences imposed by the court for failure to complete treatment.
- You have the right to review your medical record. HIPPA laws (see Notice of Privacy Practices) provide that a practitioner may restrict your access to the records (believing it is in your best interest). You may receive copies of your medical records unless restricted by your practitioner (MN Statutes Section 144.335).

If you have questions about your rights, please ask your practitioner.

## **RIGHTS OF MINORS**

If you are under the age of 18, unless emancipated, Minnesota law requires written parental permission to be a client receiving mental health services (including therapy and assessments). The law also allows parents the right to the medical records of their children. However, CCH asks that parents respect the confidential relationship between their child and the child's therapist. Parents can expect that they will be given information regarding the treatment plan and progress of their child without the specific details of the sessions. Practitioners of CCH will use discretion as to what information is shared.

## **CANCELLATION POLICY**

Your appointment is reserved for you, and you are responsible for keeping scheduled appointments. If you cannot keep an appointment, please call, and cancel at least 24 hours in advance. Half of the full fee for a session will be charged if canceling or missing an appointment occurs within 24 hours of the appointment.

## **PAYMENT POLICY**

All clients who wish to self-pay (not bill insurance) will be expected to make payments in full at completion of their session. You are expected to pay the fee agreed upon and are responsible for all payments that are not billed to insurance. CCH reserves the right to hold testing results until payment is made in full for all assessments. CCH requires that a credit card be kept on file that will automatically be billed for late or missed sessions and can be used to make co-payments and deductibles assigned by insurance companies. Clients who wish to self-pay may pay by credit card, cash, or personal check. No payment plans or sliding fee scales will be allowed. Fees are established before services are provided. Clients are encouraged to consult with their insurance companies if they wish to better understand their coverage prior to commencement of services at CCH.

## **EMERGENCY**

If you are experiencing a crisis or emergency, you can reach your practitioner by phone or email, but she or he may not always be able to respond right away. If you are experiencing a life-threatening emergency, please contact one of the resources below, go to an emergency room, or call 911.

Acute Psychiatric Services (Available 24/7)	612-873-3161
Walk-In Counseling Center	612-870-0565
Crisis Connection	612-379-6363

## **The Board of Psychology's Contact Information:**

2829 University Ave SE Suite 320 Minneapolis, MN 55414

Phone: 612-617-2230

Fax: 612-617-2240

Hearing or Speech Relay: 800-627-3529

Email: [psychology.board@state.mn.us](mailto:psychology.board@state.mn.us)

Web: <http://www.psychologyboard.state.mn.us/>