



Client Rights and Responsibilities

As a client of Sign Post Relationship Solutions, Inc., you have the right to be fully informed of all client rights and responsibilities. These rights include: prompt service, respect, and confidentiality, treatment plan, voluntary participation and termination of services. In addition, you have the right to know the cost of services provided to you. Responsibilities include: promptness, attendance and awareness of effects of counseling.

Prompt Service

Our goal is to see clients as soon as possible after their initial contact with our office. At your initial appointment your counselor will ask you questions about the nature of your concerns and your personal history. At the end of this first meeting you and your counselor will discuss the type of treatment that would be most helpful. If it is determined that your needs are beyond the scope of services provided by Sign Post Relationship Solutions, Inc., you will receive referrals to other sources of assistance. Our goal is to provide the best possible service.

Respect

At Sign Post Relationship Solutions, Inc., we are committed to treating all clients with respect, regardless of race, age, gender, sexual orientation, or religion. We demonstrate this respect by keeping appointments, by making every effort to notify you if a change in time is necessary, and by giving you our complete attention and avoiding interruptions during sessions. You have a right to receive clinically appropriate care and treatment that is suited to your needs and skillfully, safely, and humanely administered with full respect for your dignity and personal integrity. Your therapist is skilled and trained to administer therapy, and do so in a dignified and humane manner. You should never feel unsafe in your therapist's presence.

Confidentiality

Counseling involves the disclosure of sensitive personal and private information and therefore trust is very important. In order to facilitate that trust, Sign Post Relationship Solutions, Inc. maintains a policy of strict confidentiality as required by our professional ethics and state and federal law. Essentially this means that all clinical contacts between clients and Sign Post Relationship Solutions, Inc., are privileged and confidential.

No acknowledgment that you have been seen at Sign Post Relationship Solutions, Inc., will be made, nor will information about your actual counseling treatment be released to anyone, including family members, other providers, etc. without your written permission. There are several rare circumstances where your therapist may need to breach your confidentiality to protect you or another person. These include situations where the counselor believes that your life or safety might be in danger, or the life and safety of another person might be in danger, if there is a current issue of child or elder abuse, if the client enters into litigation against the therapist or if a court orders the release of treatment records. In these instances, we will only divulge as much information as is necessary or called for.

Treatment Plan

You have the right to a current, written, individualized treatment plan that addresses the provision of appropriate and adequate services, as available, either directly or by referral; You also have the right to be active and informed in the participation in the establishment, periodic review and re-assessment of the treatment plan, and to receive a copy of it; You have the right to receive an explanation of services in accordance with the treatment plan. The therapist should describe the process of how they work with clients, in as much detail as you prefer and time allows.

Voluntary participation

You have a right to participate voluntarily in and to consent to treatment. You should understand and consent to all treatment provided you (unless you have been court-ordered).

Termination of Services

You have a right to object to, or terminate, treatment. If you don't like therapy or a specific type of treatment, you can stop at any time without any kind of repercussions (unless you have been court-ordered to attend therapy). If your case falls outside the scope of our services, you have the right to know why your case is not accepted by Sign Post Relationship Solutions, Inc.

Cost of Services

Therapeutic services are billed at a rate of \$160.00 (USD) per 60-minute session. Insurance coverage may result in lower costs depending on your coverage. Payment is expected when services are rendered. Acceptable forms of payment include: cash, check, and most major credit cards. There is a \$35 fee for returned checks due to insufficient funds. In addition, a returned check will necessitate a delay in treatment until all past due charges have been paid.

Client Responsibilities

In order to make progress in therapy, your active participation in the counseling process is essential. Fulfilling the responsibilities listed below is important in helping us to assist the many clients who seek our services.

Promptness

Counseling sessions are generally 60 minutes long. Arriving promptly for your sessions will allow you to make the most of the available time. If you know that you will be late for an appointment, please notify us.

Attendance

It is your responsibility to keep scheduled appointments. If you need to cancel an appointment, please call Sign Post Relationship Solutions, Inc., as soon as possible. If you decide to discontinue counseling, please inform your therapist or call the office and notify us of your decision.

No-Show Policy

Cancelled appointments without 24 hours notice will result in the client being charged a \$70 fee. If you miss a regular appointment, you need to contact your therapist within two working days if you wish to schedule another appointment. If we do not hear from you within this time, we are unable to guarantee your regular appointment time. If you fail to show for a scheduled and confirmed appointment, you will be charged the full cost of that appointment. This is NOT billable to insurance.

Effects of Counseling

Most clients can expect to benefit from counseling, making positive change in their thoughts, feelings, and/or behaviors. However, some clients may not find counseling to be beneficial, and a very few may have a negative counseling experience. Even the most successful counseling and therapy may at times be uncomfortable, as you deal with emotionally difficult issues. As you make personal changes, changes may also occur in your relationships with others.

If you have any questions or concerns about your rights and responsibilities, or the possible effects of counseling you are receiving, you are encouraged to discuss them with your therapist.

Client Name (Please Print)

Client Signature

Date

Kenneth R. Lewis, Ed.D., LMFT

Date