



CLIENT BILL OF RIGHTS

As a client of JFS, we wish to remind you of your client rights and responsibilities as it relates to your care and service. These rights are protected under law.

- 1. You have the right to be treated with courtesy and respect by persons in the healthcare system. You have a right to be treated without discrimination based on your age, race, ethnicity, color, religion, sex, gender identity, or sexual orientation in accordance with local, state, and federal laws.**
- 2. You have the right to access emergency care services regardless of your ability to pay.**
- 3. You have the right to obtain your medical record (please refer to our Privacy Practices for further information).**
- 4. You have the right to privacy of your medical record (please refer to our Privacy Practices for further information).**
- 5. You have the right to informed consent. This includes being given full information, in a language you can understand, about treatment options, possible outcomes, costs, benefits, risks, and information about the clinician providing care.**
- 6. You have the right to refuse treatment.**
- 7. You have a right to request a Good Faith Estimate of what your cost of care will be.**
- 8. You have the right to choose whether to enter into or remain in a counseling relationship and can request information on the professional qualifications of your counselor.**
- 9. You have the right to request additional opinions from other mental health professionals.**
- 10. You have the right to share any concerns or complaints you may have regarding a professional counselor's conduct with JFS or the appropriate professional counseling organization or licensure board.**

As a client of JFS, we want you to be an active partner in achieving your treatment goals. In order to do so, you have a responsibility to:

- 1. Arrive on time for your scheduled appointments.**
- 2. Provide and maintain accurate contact and insurance information.**
- 3. Ask questions or request clarification about our services and/or policies.**
- 4. Ask questions or request clarification about your individual treatment plan.**
- 5. Treat the JFS staff with courtesy and respect.**
- 6. Pay invoices timely.**
- 7. Plan for supervision of your child(ren) in the waiting area during your appointment. Children cannot be left unaccompanied or unsupervised in the waiting area.**