



Stone Arch Psychology and Health Services

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www.stonearchpsych.com hello@stonearchpsych.org

Client Rights and Responsibilities

You have the right to:

1. Know what specific training your therapist has received including: which college or university they received their degrees from, and if they are licensed or certified to practice in the State of Minnesota.
2. Decide not to receive therapy from your assigned therapist. If you wish, Stone Arch Psychology and Health Services will provide you with the names of other qualified professionals who may better suit your specific needs.
3. End therapy at any time without any moral or legal obligation. Your only obligation is to pay the balance of your account.
4. Ask questions about the procedures used during therapy. If you wish, your therapist will explain their methods to you.
5. Prevent the use of certain therapeutic techniques. Your therapist will inform you of their intention to use any unusual procedures and will describe any risk involved.
6. Prevent the electronic recording of any therapy sessions. Permission to record must be granted by you in writing on a form that explains exactly what is to be done and for what period of time. Your therapist will explain the intended use of recordings and provide a document stating they will not be used for any other purpose. You have the right to withdraw your permission to record therapy sessions at any time.

Staff Expectations Of Clients

As a client, you can help yourself by being responsible in the following ways:

1. To be honest – You are responsible for being honest and direct regarding your issues. Tell the therapist relevant information and how you feel about the circumstances. Do not wait. In order for us to help you, we need to know what you are feeling and thinking during your sessions.
2. To understand – You are responsible for understanding your treatment plan to your own satisfaction and ask questions about what you don't understand. Your understanding is important to the success of treatment.
3. To follow the treatment plan – It is your responsibility to advise the people treating you whether or not you think you can and want to follow a certain treatment plan. Discuss this with your therapist.

Grievance Procedures

If you have a grievance with your Therapist or Intern:

1. Your opinion, recommendation, or grievance should first be brought to your Therapist or Intern for resolution.
2. If you are unable to obtain satisfactory resolution with your Therapist or Intern, please direct your concern to the Stone Arch Psychology and Health Services (SAPHS) Clinic Director, Dr. Susan Gustafson. Dr. Gustafson can be contacted through the SAPHS front office staff.
3. If you are unable to obtain a satisfactory resolution with the SAPHS Clinic Director, you should contact the Minnesota Board of Psychology, 2829 University Avenue SE #320, St. Paul, MN 55114-3237.
4. You may also file a complaint with the Department of Human Services, Human Services Building: Division of Licensing, P.O. Box 64242, St. Paul, MN 55164-0242, Phone: 651.296.3971

Client Rights Guaranteed By The State Of Minnesota

Consumers of psychological services provided by Therapists licensed by the State of Minnesota or Interns supervised by Therapists licensed by the State of Minnesota have the right:

1. To expect that your Therapist or Intern has met the minimum qualification of training and experience required by the state law.
2. To examine public records maintained by the Minnesota Board of Psychology including the credentials of a licensed therapist.
3. To obtain a copy of the rules of conduct from the State Register and Public Documents Division of Department of Administration, 117 University Avenue, St. Paul, MN 55155.
4. To report complaints to the Minnesota Board of Psychology, 2829 University Avenue SE #320, St. Paul, MN 55114-3237.
5. To be informed of the cost of professional services before receiving the services.
6. To privacy as defined by state and federal law.
7. To be free from being the object of discrimination on the basis of race, religion, gender or any other unlawful category of discrimination while receiving psychological treatment.
8. To be free from exploitation for the benefit or advantage of your Therapist or Intern.
9. To access records in accordance with the Stone Arch Psychology and Health Services HIPAA Privacy Practices Notice.

Minnesota Debt Fairness Act

Consumers of medical services in the State of Minnesota are protected by the Minnesota Debt Fairness Act. the Minnesota Debt Fairness Act includes these protections:

1. Medical debt will not be reported to credit reporting agencies.
2. Medical providers will not withhold medically necessary care due to unpaid debt.
3. Medical debt will not be automatically transferred to a client's spouse.
4. Parties collecting medical debt cannot use robo dialers to collect debt.
5. Parties collecting medical debt cannot say medical services will be withheld if the debt is not paid.
6. Parties collecting medical debt cannot contact third parties to try and collect the debt.
7. Parties collecting medical debt must notify patients of their right to hire an attorney or contact the Attorney General regarding the debt.
8. Parties collecting medical debt cannot violate the Fair Debt Collection Practices Act or any other Minnesota statute.
9. If you believe your rights under the Minnesota Debt Fairness Act have been violated you can contact the Minnesota Attorney General:

Minnesota Attorney General
445 Minnesota Street - Suite 600
St. Paul, MN 55101

Phone: (651) 296-3353 or (800) 657-3787