

# Confidentiality and Client Rights

## Substance Abuse Prevention and Treatment Services

Prepared by Northwest Counseling, PLLC

4175 3 Mile Road NW Walker, MI 49534

Your services here are voluntary. You shall not be denied services on the basis of any discriminatory action. You have the right to refuse treatment as well as to be informed of the consequences of that refusal.

### Substance abuse specific fees

- Driver's license \$150.00
- Substance abuse evaluation \$200.00
- Diagnostic assessment \$160.00
- Individual treatment \$140.00 per 50 minute session
- Group treatment \$35.00 per session unless informed otherwise

You are entitled to receive an explanation of your bill upon request, regardless of the source of payment.

The confidentiality of all records kept by this program about its alcohol or drug abuse patients is protected by federal law and regulations. We may not tell anyone outside Northwest Counseling PLLC that you attend this program or disclose any information identifying you as a person seeking help for an alcohol or drug problem. The only exceptions are:

- 1) If you give your written consent by signing a Release of Information form;
- 2) If the disclosure is allowed by a court order;
- 3) If there is a medical emergency, we may give pertinent information to qualified medical personnel;
- 4) To qualified personnel, who themselves follow confidentiality guidelines, for research, audit, or program evaluation

Federal law and regulations do not protect any information about an actual or threatened crime on our premises or against our personnel. They also do not protect any information about suspected abuse or neglect of a child or an older adult from being reported under state law to the Department of Social Services.

After you end treatment, we are allowed to say that you are not a client here.

Other information about client rights is described in our "Consent for Treatment" statement. If you believe your confidentiality has been broken, or if you believe any of your other rights have been violated, please contact the **Program Rights Advisor**, Denise Griggs, at the above address or phone. You may file a grievance or suggest changes in program policies or services.

If talking together does not work, you can fill out a formal complaint on a form your rights advisor will give you. After you submit your complaint to the rights advisor, it will be investigated, and you will receive a written answer within thirty working days.

If this answer is not satisfactory, you have 15 working days to file an appeal with the **Regional Rights Consultant**: Janet Dietsh, 790 Fuller Ave NE, Grand Rapids, MI 49503. You can get appeal form NWC, PLLC or you can send for one by writing to: Recipient Rights Coordinator, Michigan Department of Public Health, OSAS-LED-RR, 3500 N. Logan P.O. Box 30035, Lansing, MI 48909. Within thirty days, the regional rights consultant will give you a written answer to your appeal. If you do not agree with this answer, you can file another appeal to the **State Rights Coordinator**.

Your initials here \_\_\_\_\_ indicate that you have received a copy of the Recipients Rights Brochure

Client \_\_\_\_\_

Date \_\_\_\_\_

Clinician \_\_\_\_\_

Date \_\_\_\_\_