



Client Bill of Rights

(**Note:** your therapist at Counselive, LLC is licensed by multiple state Boards of Marriage and Family Therapy. States in which your therapist is licensed will be posted on the practice website: www.counselive.com.)

Clients and consumers of therapy services offered by Counselive, LLC have the right:

1. to expect that your therapist has met the minimal qualifications of training and experience required by state law;
2. to examine public records maintained by the Boards of Marriage and Family Therapy which contain the credentials of your therapist;
3. to obtain a copy of the code of ethics from the Boards of Marriage and Family Therapy;
4. to report complaints to the Boards of Marriage and Family Therapy;
5. to be informed of the cost of professional service before receiving services, method of payment, including insurance co-pays and insurance coverage, number of sessions the therapist things will be needed, and cancellation policies.
6. to privacy as defined by rule and law; personal privacy and protection of your confidentiality consistent with the requirements of state and federal law, as defined in the “Notice of Privacy Practices” furnished to you;
7. to be free from being the subject of discrimination on the basis of race, religion, gender, or other unlawful category while receiving services;

8. to have access to their records;
9. to be free from exploitation for the benefit or advantage of a therapist;
10. receive appropriate treatment based on your individual needs;
11. be informed of the therapist's areas of specialization and limitations;
12. ask questions at any time and refuse to answer any question or give any information you choose not to provide;
13. terminate services at any time;

Patient's responsibilities:

1. you are responsible for your financial obligations to the practice as outlined in our Privacy Notice;
2. you are responsible for following the policies of Counselive, LLC;
3. you are responsible to treat staff in a respectful, cordial manner in which their rights are not violated;
4. you are responsible to provide accurate information about yourself.