



## **New Client Information**

Please read the following information carefully. If you have questions, please ask your Northland Clinician. Once you understand clearly, please sign the first page of the Intake Information form.

### **Privacy and Confidentiality**

Confidentiality of information is strictly maintained. Except in the situations described in the following two sections, no one may obtain access to anything in your file without your signature on a release information form. It works just like your bank account. A release of information authorizes information to a specific person or agency and usually for a specific period of time; it is not a general release. Confidentiality is different from legal privilege. In a privileged relationship the person involved (legally married spouse, attorney, priest, physician, psychologist) may refuse even a court order to reveal privileged information, although privilege has been waived in the eyes of the law if the client has told the information to one other person.

### **Exceptions to Confidentiality and Privilege**

1. By law clinicians must break confidentiality to prevent harm occurring to you or another person;
2. Clinicians (in fact all "persons," including corporations) must report known or suspected cases of incest, abuse or neglect of children or vulnerable adults (adults who cannot protect themselves);
3. Clinicians must report sexual misconduct by named health care professionals;
4. If you are involved in legal actions, your records can be subpoenaed, or your records might be seen if there is a legislated audit by a state agency;
5. Northland Therapy Center therapists consult each other about all cases. Where clients are personally known to clinicians, clinicians excuse themselves from consultation.
6. Parents, legal guardians or legally married spouses can have access to the health care records of deceased clients.

## **Minors, Privacy and Confidentiality**

Parents, and in some cases legal guardians, have a right, by law, to information in children's files. Minors also have a right, again by law, to request that data be kept from their parents. Minnesota law requires that this request be in writing, that the child explain any reasons for withholding data from their parents, and show an understanding of the consequences of doing so. Emancipated minors have the same privacy rights as adults.

## **Maintenance of Therapy Records**

Therapy records are maintained for a period of seven years following the last contact with the client or seven years after a minor child's 21<sup>st</sup> birthday. We shred these records after seven years because of the recent popularity of the use of mental health records in legal proceedings for which they were never intended (e.g. auto accident litigation).

## **Insurance, Privacy and Confidentiality**

Most insurance companies have blanket information release policies which you probably signed when your insurance first became effective. Therefore if your insurance company has a question regarding your mental health diagnosis, treatment plan, fees, services, procedures, symptoms, etc. they may request this information and /or a prior authorization or a copy of your case notes. If your insurance company requests information beyond diagnosis and dates of service, we will make every effort to consult with you about any such release before it happens.

## **Impact of Therapy**

If you have come to Northland Therapy Center for counseling or therapy, it is possible that in the process of therapy aspects of relationships may change, including your primary relationship.

## **Client Rights and Responsibilities**

These are posted in the waiting room. You may request a copy from your clinician.

## **Emergency Procedures**

If you have an after hours emergency, you can try to reach your therapist's mobile number according to their policies. You can also call Crisis Connection at 612-379-6363

or if it is a medical emergency, call 911. If you need more immediate assistance please contact:

Hennepin County Crisis Center 612-347-3161 or

Ramsey County Crisis Program 651-221-8922

## **Hours of Operation**

Clinicians at Northland set their own hours. Please consult with your clinician about their schedule.

## **Grievance Policy and Procedure**

We want you to be satisfied with the quality of service you receive from Northland Therapy Center. If you have questions or concerns we want to attend to them and we encourage you to follow the procedure outlined below.

### *First*

We suggest you discuss the problem with your therapist.

### *Second*

If that is ineffective or if you prefer not to involve your therapist, you may schedule an appointment with a different Northland clinician.

### *Third*

If the problem is still unresolved, you may contact the appropriate statutory state board that provides licensing oversight:

Board of Psychology: 651-642-0857

Board of Behavioral Health:

Board of Social Work: 651-643-2580

Board of Medical Examiners: 651-642-0538

Board of Nursing: 651-643-3698

Board of Addiction Counselors:

Board of Professional Counselors:

Board of Marital and Family Therapy: 651-643-3667

## **Fees and Financial Policies**

1. Clinicians set their fees individually. Fees for diagnostic assessment may differ from fees for psychotherapy, testing, consultation or supervision. Please discuss with your clinician.
2. I guarantee payment for all incurred charges.

3. I agree to pay for all services on an as-received basis unless a specific agreement has been made prior to the provision of services. Co-payments are due at the time of service unless your clinician has made some other arrangement with you.
4. In the event of cancellations with less than 24 hours' notice, I understand that I will be responsible for the full charge for the service.
5. I know that even though insurance may cover some or all of the cost of services, I am fully responsible for all of the charges. I understand that co-payments are payable at the time of service unless other arrangements are made in advance.
6. I specifically agree to the release of my name, client's name, client's date of birth, social security number and the amount due for those services as is necessary to enforce collection of my account.