

CONFIDENTIALITY OF RECORDS

Federal law protects the confidentiality of client records maintained by Family Service Center of Galveston County, Texas.

Your records and/or any information conveyed by you and/or members of your family to FSC's personnel, will not be released unless:

The client consents in writing.

The disclosure is allowed by court order.

The disclosure is made to qualified personnel for purposes of supervision, billing, audit or program evaluation, including approved peer and utilization reviews of client records.

The disclosure concerns the client's intent to harm self or others.

While the information in the client record belongs to you as a client, the record ultimately belongs to FSC. The information will be protected as stated in FSC's Notice of Privacy Practices. FSC will retain the record under its possession for at least the maximum number of years determined by State and Federal regulatory guidelines. Copies or transfers of the documentation within the record may be subject to a fee.

Federal law does not protect any information about a crime committed by a client at the agency or against any person who works for the agency, or about any threat to commit such a crime.

Federal law does not protect any information about suspected child, elder, or disabled adult abuse or neglect from being reported under state law to appropriate state or local authorities.

GRIEVANCES

If I have a problem or concern which needs attention beyond my service provider, I may complete or request assistance in completing a Client Grievance form. I will receive feedback on my complaint within 24 hours or 72 hours (if submitted on a weekend).

For a complaint regarding someone with one of the following licenses:

- Licensed Professional Counselor (LPC, LPC-I)
- Licensed Sex Offender Treatment Provider (LSOTP, LSOTP-A)
- Licensed Social Worker (LBSW, LMSW, LCSW, LMSW-AP)
- Marriage and Family Therapist (LMFT, LMFT-A)

I may contact the Texas Health and Human Services Commission:

Complaints Management and Investigative Section,

P.O. Box 141369

Austin, TX 78714-1369

or call 1-800-942-5540 for more information

If I have a complaint against a licensed psychologist on staff, I may grieve directly to the Texas State Board of Examiners of Psychologists, 333 Guadalupe Ste. 2-450, Austin, TX 78701 or call 512-305-7700.

CLIENT RIGHTS

AND

RESPONSIBILITIES

HELPING US... TO BETTER SERVE YOU



GALVESTON OFFICE

2200 Market Street, Suite 600, Galveston, Texas 77550

409-762-8636 (phone) 409-762-4185 (fax)

DICKINSON OFFICE

2401 Termini Street, Suite C, Dickinson, Texas 77539

281-576-6366 (phone) 409-938-4814
(phone)



STRENGTHENING FAMILIES. SUPPORTING COMMUNITIES.

EXPECT QUALITY SERVICES

As a client at Family Service Center of Galveston County, Texas, you have a right to be treated fairly, with dignity, kindness, courtesy, and respect.

The staff at FSC is dedicated to providing the best possible service to you and your family.

This brochure will help you understand your rights and responsibilities as a client at FSC. If you have questions about this information, ask your counselor.

YOUR RESPONSIBILITIES

In order for Family Service Center to provide the best possible service, you must agree to the following:

To actively participate in the planning of the services that you receive;

To tell your therapist if you do not understand or agree with your plan;

To arrive on time for scheduled appointments, or cancel at least 24 hours in advance;

To pay for services in accordance with your agreement with FSC, as approved at your first visit; and

To pay in advance and at full fee for any court reports, court appearances, and/or court consultations (excluding those services provided under contractual agreement that are required as part of your services at FSC) and give FSC sufficient notice of such need for services.

Treat staff and other consumers with the same courtesy you expect.

YOUR RIGHTS

If you are under the age of 17, some of these rights are assigned to your parents, guardian, or conservator.

I understand that as a client of Family Service Center (FSC), I have the following rights:

To the rights, benefits, responsibilities, and privileges guaranteed by the constitution and laws of the United States and Texas unless they have been restricted by specific terms of law;

To be treated fairly, with dignity and respect, and without discrimination;

To receive the most appropriate services;

To be informed of FSC's rules and hours, especially about how I am expected to behave;

To communicate in a language that I understand;

To give input for my own services (To actively participate in the development and periodic review of an individual treatment and discharge plan where applicable);

To an explanation of the benefits, effects, other choices and options, and risks of all treatment and medication (if any);

To refuse or stop services (without prejudice to other programs) and receive an explanation of possible results of refusing, unless the court orders such;

To meet with the employees treating me and receive an explanation of their education and training, title, and responsibilities;

To request an in-house review of care, treatment, and service plan;

To request at my own expense, the opinion of an expert or consultant to review my services;

To an explanation of my transfer to another employee or program within or outside of FSC;

To receive information about the cost of my services;

To refuse to participate in research and still receive services at FSC;

To be asked if I agree to the use of one-way observation (watching) mirrors, video or television recordings, photography, or tape recorders before any of these are used;

To confidential care and treatment;

To my record being kept in a confidential manner though they are the property of FSC, or to request access to my records;

To be free from mistreatment, abuse, neglect, and exploitation;

To have physical, emotional, developmental, educational, social, religious, and spiritual needs met;

To reasonable protection from theft or loss;

To not be required to make public statements acknowledging my gratitude to the operation;

To make a complaint about my services and rights without such complaints being used against me;

To be given a copy of this statement of client rights so I may refer to, review, and understand it;

To an explanation of any rights that I do not understand.

NOTE: Confidentiality may be broken in life threatening circumstances and other situations required by law. For more information, see the back of this brochure.