

Clients' rights and information
MUELLER COUNSELING LLC
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Effective communication between the client and the therapist is an important part of the therapy process. The following information covers many of the questions that may arise about therapy, and includes a listing of the client's rights and obligations. Any questions you may have that are not covered may be brought to the attention of your therapist.

1. Client Bill of Rights

YOU HAVE THE RIGHT:

- To ask questions at any time
- To voice your opinions, concerns, or disagreements with the therapist at any time
- To know when a therapist is available to see you, or if not, how long the waiting period would be.
- To be informed of the therapist's areas of specializations and limitations.
- To ask questions about issues relevant to your therapy.
- To ask questions about written materials regarding your treatment.
- To negotiate therapeutic goals and to re-negotiate when necessary
- To be informed regarding fees for therapy and method of payment, including insurance reimbursements.
- To refuse a specific intervention or treatment strategy
- To discuss aspects of your therapy with others outside the therapy situation, including consulting with another therapist.
- To request the therapist to send a written report regarding services rendered to a qualified therapist or organization on your written authorization
- To know the ethics code to which the therapist adheres.
- To solicit help from the ethics committee of the appropriate professional organization in the event of doubt or grievance regarding the therapist's conduct.
- To terminate therapy at any time for any reason.

2. Risks of Psychotherapy

Sometimes the client will not obtain the desired results or goals from psychotherapy in the time period expected. This can result in frustration and dissatisfaction. During the process of therapy, psychological pain and distress can arise as difficult issues are addressed and worked through. The therapist may recommend referral for supplemental care when appropriate. If adequate process is not being made in therapy or if it becomes apparent that the therapist does not have the skills necessary to address the client's issues that have emerged during therapy, the therapist may either refer for more specialized care or discontinue therapy and assist with a referral to an appropriate therapist, health care professional, or therapy program.

3. **Confidentiality:** Confidentiality is maintained for all clients **except** in the following cases:

- If **child abuse or neglect** is either reported or suspected.***
- If **abuse or neglect of a vulnerable adult** is either reported or suspected.
- When the **client is a minor**. The parents/ guardians are entitled to know the condition, diagnosis, and progress of therapy.
- If the **client poses a “clear and imminent danger” either to him-or herself or someone else**. The therapist is required to report such danger to the appropriate parties, including family members, police, or the threatened party.
- If the client is or becomes a **“vulnerable adult.”**
- If the **client releases information with a written authorization**.
- If a **court subpoenas the client’s records**.
- When **consultation or supervision with another therapist** is desired in order to provide the best possible therapy. Such discussions will, of course, remain private within the consultation or supervisory relationship.

Therapy often involves discussions about child abuse that has occurred in the past. Whether or not such discussions trigger a mandated report depends upon how long ago the nature of the abuse, identify of the victims, number of victims, and how long ago it occurred. If and when discussions of abuse become necessary, you have the right to ask the therapist for information regarding the consequences of such discussions in advance.

4. **Second Opinion:** If you would like a second opinion regarding your specific problems or condition, this issue should be brought to the attention of the therapist, and the therapist will offer assistance in obtaining an appropriate referral.

5. **Discontinuation of Therapy:** You may discontinue therapy at any time. Please feel free to discuss this with your therapist. Your therapist may discontinue therapy if financial conditions stipulated in the Professional Counseling Agreement are not met or if transfer to another therapist is desirable.

6. **Emergency:** If you are in a crisis and need immediate attention, you **may call 911 and/or contact the nearest hospital**.

7. **Grievance:** If a grievance with Mueller Counseling LLC is not resolved to your satisfaction, you may file a complaint with the Wisconsin Department of Safety and Professional Services of Human Services at:

P.O. Box 7190
Madison, WI 53707-7190
Phone: (608) 266-2112
Fax: (608) 266-2264
Email: dsps@wisconsin.gov