

Jennifer Caldwell, LCSW
Client Rights and Responsibilities

Welcome to counseling with Jenny Caldwell LCSW. I am committed to providing quality services designed to enhance, strengthen, and support individuals, couples, and families. I strive to offer an atmosphere of respect and dignity to all our clients. I am here to provide help for a wide range of issues.

You may contact me at 501-442-7652 during regular office hours to set up an appointment. We do not provide emergency psychiatric care, intensive psychiatric treatment, or residential/inpatient treatment. If you need any of these services we suggest that you call 911, visit a local emergency room, or call the suicide hotline at 1-888-274-7472.

As a client of the mine you have certain rights, which include:

- The right to be fully informed about your treatment/counseling through the LSC and the right to withdraw from that treatment at any time
- You have the right to refuse treatment and the LSC personnel will inform you of potential consequences of such refusal
- The right to seek disclosure from your therapist about his/her qualifications and, if necessary, the right to request a referral to another therapist
- The right to access client grievance procedures

A written complaint addressed to:
Arkansas Social Work Licensing Board
P.O. Box 251965
Little Rock, AR 72225

- The right to review your records by making a request in writing. Should you desire to do this, a staff member or your therapist will give you information on how to make this request
- The right to confidentiality (see below)

Confidentiality means that what you tell your therapist will be kept confidential and will not be revealed to other persons or agencies without your written permission, except when mandated by state and/or federal statutes, and as part of the professional practice of this center. Exceptions to confidentiality include: Medical emergency, threats of serious bodily harm to self or others, suspected child abuse or neglect, and suspected abuse of the elderly.

As a client Jennifer Caldwell LCSW, your responsibilities include:

- Arriving on time to your appointments
- Giving at least a 24-hour notice should you need to cancel your appointment, or in case of an emergency, as soon as is feasibly possible. **If an appointment is missed or cancelled with less than a 24 hour notice, you will be charged for that session at a rate of \$125.**
- Giving a two-week notification of your plans to terminate treatment
- Participating fully in your treatment goals and outcomes, including completing all assignments given by your therapist
- Prompt payment of fees on the day services are provided

(Revised 12/2010)