



Client Bill of Rights Policy and Procedures

It is the responsibility of Advanced Counseling, LLC to protect client rights and to follow the client bill of rights and health care bill of rights as required by section 148F.165, 144.651, and 144.652.

Advanced Counseling makes reasonable accommodations to make this information accessible to clients who cannot read, who have communication impairments, or who do not proficiently read or speak English.

Clients of alcohol and drug counseling services have a right to:

1. Expect that the provider meets the minimum qualifications of training and experience required by state law. All therapists at Advanced Counseling are state licensed at a Masters level. Licensing information is posted in the reception area.
2. Examine public records maintained by the Board of Behavioral Health and Therapy, that contain the credentials of the provider.
3. Report complaints to the Board of Behavioral Health and Therapy.
4. Be informed of the cost of professional services before receiving the services. You have the right to reasonable notice regarding changes in counseling services or charges.
5. Privacy as defined and limited by law and rule.
6. Be free from being the object of unlawful discrimination while receiving counseling services.
7. Have access to their records as provided in MN State 144.29 and 148F.135, subd. 1, except as otherwise provided by law.
8. Be free from exploitation for the benefit or advantage of the provider.
9. Terminate services at any time, except as otherwise provided by law or court order.
10. Know intended recipients of assessment results. Your records and transactions with the counselor are confidential unless release of these records is authorized in writing by you, or otherwise provided by law.
11. Withdraw consent to release assessment results, unless the right is prohibited by law or court order or was waived by prior written agreement.
12. A nontechnical description of assessment procedures.
13. A nontechnical explanation and interpretation of assessment results, unless this right is prohibited by law or court order or was waived by prior written agreement. You have the right to complete and current information concerning the counselor's assessment and recommended course of treatment, including the expected duration of treatment.
14. **Stereotyping:** The provider shall treat the client as an individual and not impose on the client any stereotypes of behavior, values, or roles related to human diversity.
15. **Misuse of client relationship.** The provider shall not misuse the relationship with a client due to a relationship with another individual or entity.
16. **Exploitation of client.** The provider shall not exploit the professional relationship with a client for the provider's emotional, financial, sexual, or personal advantage or benefit. This prohibition extends to former clients who are vulnerable or dependent on the provider.
17. **Sexual behavior with client.** A provider shall not engage in any sexual behavior with a client including: (1) sexual contact, as defined in section 604.20, subdivision 7; or (2) any physical, verbal, written, interactive, or electronic communication, conduct, or act that may be reasonably interpreted to be sexually seductive, demeaning, or harassing to the client.
18. **Sexual behavior with a former client.** A provider shall not engage in any sexual behavior as described in subdivision 6 within the two-year period following the date of the last counseling service to a former client. This prohibition applies whether or not the provider has formally terminated the professional relationship. This prohibition extends indefinitely for a former client who is vulnerable or dependent on the provider.
19. **Preferences and options for treatment.** A provider shall disclose to the client the provider's preferences for choice of treatment or outcome and shall present other options for the consideration or choice of the client. You have a right to choose freely from among available counselors, and to change counselors after services have begun, within the limits of health insurance, medical assistance, or other payment programs or agreements.
20. **Referrals.** A provider shall make a prompt and appropriate referral of the client to another professional when requested to make a referral by the client. You have a right to coordinated transfer when there will be a change in the provider of services.

You may assert your rights without retaliation.

You may obtain a copy of the rules and statutes relating to disciplinary and professional conduct from the Board of Behavioral Health and Therapy website at www.bbht.state.mn.us or you may call to request the board send you copies of the regulations at 612-201-2756.

You may report complaints to the Board of Behavioral Health and Therapy by downloading the complaint form located on their website: <https://mn.gov/boards/behavioral-health/public/complaints-discipline.jsp>. Please complete the form and mail it to the Board office at 335 Randolph Ave, Ste #290, St. Paul, MN 55102. If you prefer to have the form mailed to you, please call the Board office at (612) 201-2756.