

## **RAFT Counseling Notice of Client Rights**

As a client of RAFT Counseling, you have certain rights. It is important you know what those rights are. We want to help you understand your rights and make sure you are being treated fairly. You have the right to a choice of provider, based on gender preference, cultural/ethnic preference, or other preferences you indicate at the time of intake/assessment. We will do our best to provide a therapist who meets your preferences and needs. You have the option to request an exemption from our program (to request to receive your services outside of our system).

**Confidentiality:** I understand that my records will be held in confidence according to policies and as defined by the State of Colorado Division of Health and Human Services pursuant to Colorado Revised Statutes (CRS 27- 10- 101 et.seq. & Standard CF.I et.seq) and the Division of Alcohol and Drug Abuse pursuant to the code of Federal Regulations (42 C.F.R. Part 2). There are exceptions to the rule of confidentiality which can be explained and will be identified to me should any such situations arise during therapy. In general, the exceptions include a "threat of serious harm to myself or others" as in the case of child abuse, suicide, grave disability; under a court order; or in response to any legal action by you against this agency. I understand that Medicaid will have limited access to my records in order to arrange and accommodate for my treatment and services. I understand that Medicaid may contact me during treatment and/or after termination of treatment to gather information needed for follow-up and evaluation of services.

**Destruction of Records:** I understand that the clinical records from this treatment may be destroyed if no further treatment is rendered within seven (7) years of the date of termination of the last episode of care (or seven (7) years from the date client reaches age eighteen (18), if client is a minor). Additional client rights include:

- Be treated with respect and due consideration for your dignity and privacy. Be treated equally without discrimination based on race, color, national origin, religion, age, sex, gender, financial status, political affiliation, sexual orientation, or disability.
- Get culturally appropriate and competent services from all providers and staff associated with RAFT Counseling. Get services from a provider who speaks your language or get interpretation services in any language needed
- Get information in a way that you can easily understand. Be a part of discussions about what you need and make decisions about your care with your providers
- Have an individual plan for services and be a part of developing it
- Get a full explanation from us about: You or your child's diagnosis and condition, different kinds of treatment that may be available, what treatment and/or medication might work best, and what you can expect. Know about any fees you may be charged.
- Be free from any form of restraint or seclusion used as a means of convincing you to do something you may not want to do, as a punishment, or for convenience of staff
- To request a change in the people providing your care, be notified quickly of any changes in services or providers, and get a second opinion if you have a question or disagreement about your treatment.
- Get written information on advance medical directives, and have an advance directive that RAFT Counseling complies with.

- Make a grievance (complaint) about your treatment to RAFT Counseling without retaliation. You may choose someone else to represent you when you make a complaint. Express an opinion about RAFT Counseling to state agencies, legislative bodies, or the media without your services being affected.
- Get information about and help with grievances and appeals.
- Have an independent advocate help with any questions, problems, or concerns about the mental health system.
- Exercise your rights without any change in the way providers treat you.
- Have your privacy respected. Your personal information can only be released to others when you give your permission or when allowed by law. There are exceptions to this that can be found in the Notice of Privacy Practices.
- Know about the records kept on you while you are in treatment and who may have access to your records. Get copies of your treatment records and service plans and ask RAFT Counseling to change your records if you believe they are incorrect or incomplete.
- To know the names, professional status, and experience of the staff that are providing services
- Any other rights guaranteed by statute or regulation (the law)
- To receive services in the least restrictive environment, as allowable
- To know that sexual intimacy in a professional relationship is never appropriate. You should report this to the Department of Regulatory Agencies

How to Complain about your Services: RAFT Counseling provides a fair, uniform, and accessible grievance resolution process for individuals accessing, receiving or being evaluated for services and their family members. Any expression of dissatisfaction about any matter related to provided services, are accepted verbally or in writing.

Please email or telephone Amanda Turecek, Executive Director, with concerns. Please include name, date of birth if a current client, phone number and email, time, date, location of event, witness names, account of event, and proposed solution and please sign and date. 720-340-7000 ext. 2, [Amanda@raftcounseling.com](mailto:Amanda@raftcounseling.com) or mail to 19750 E Parker Square Drive. Suite 104-105. Parker, CO 80134. The Executive Director will provide a resolution within fifteen (15) business days.

You also have the right to contact people outside RAFT Counseling about your concerns. These are some places you may wish to contact.

- RAFT Counseling therapists are regulated by the Department of Regulatory Agencies Division of Professions and Occupations 1560 Broadway, Suite 1350 Denver, CO 80202 Phone: 303-894-7800 | Fax: 303-894-7693 [dora\\_dpo\\_licensing@state.co.us](mailto:dora_dpo_licensing@state.co.us) Complaints: <https://dpo.colorado.gov/FileComplaint>
- RAFT Counseling is pending license by the Behavioral Health Administration. Visit their contact page here <https://bha.colorado.gov/contact/contact-us>
- To file a complaint with the Ombudsman for Behavioral Health Access to Care, send an email to [CDHS\\_Ombudsman\\_BH@state.co.us](mailto:CDHS_Ombudsman_BH@state.co.us) or call 303.866.2789.
- Your insurance company (often complaints can be accepted online or by calling the member services department)