

YOUR RIGHTS AND RESPONSIBILITIES AS A CLIENT OF FORPSYCH

Welcome to ForPsych.

We hope that we can provide the support and help you need to improve your mood and functioning.

When you receive services from ForPsych you have the right to:

- Receive high-quality service
- Be treated with respect and courtesy
- Have your information kept private and confidential except as described in ForPsych *privacy statement*
- Be listened to and have staff work with you to make a plan to address your concerns and needs
- Receive service in offices that are safe, clean and accessible
- Get information and support to help you make decisions to improve your situation
- Be served without discrimination
- Discuss your service with staff to identify if it is working for you and express any questions or complaints that you may have
- Request a change of staff member if there is another staff person available who can address your issues and your request is reasonable -- you should know that discriminatory requests will not be considered

This is what we ask from you:

- Treat the staff and others at ForPsych with courtesy and respect
- Let ForPsych know 24 hours before if you cannot keep an appointment.
- Promptly pay any agreed upon fees.

Privacy Officer

The Privacy Officer for ForPsych is Judy Lockard who can be reached at 800-239-8886.