



## The Steven A. Cohen Military Family Clinic at Easterseals

### Client Rights and Responsibilities

Welcome to the Steven A. Cohen Military Family Clinic at Easterseals (SACMFC-ES). The following is an overview of our services and policies, including your rights and responsibilities as a client in our clinic.

#### Our Services

The Steven A. Cohen Military Family Clinic at Easterseals (SACMFC-ES) is an outpatient mental health clinic designed to provide services (psychological assessment, psychotherapy, brief case management, and psychiatric medication management) for veterans, military family members, and caretakers of veterans. Services are provided to individuals (adults, adolescents, and children), couples, and families. Services are provided by credentialed and licensed professionals in the mental health field, to include clinical psychologists, social workers, licensed clinical professionals, and psychiatrists. We also have clinicians who are in training and working towards their license; these clinicians are closely supervised by licensed professionals on the team and you will be informed of their status prior to commencing treatment.

The SACMFC-ES does not discriminate on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, ancestry, age, relationship status, disability, or other individual characteristics. It is important to us that everyone who seeks services at our clinic is treated in a respectful, culturally informed, and welcoming way.

#### Treatment Planning

You will complete an assessment and develop a treatment plan in collaboration with your provider(s). Your provider(s) will inform you about the potential benefits and risks of therapies recommended to you based upon the current available medical evidence. You have the right to ask questions about the methods used by your providers. You have the right to refuse to use specific techniques. In working with younger children, parents will be closely involved in treatment and information will be shared in the child's best interest for effective treatment.

If a particular treatment is not offered here, we will assist you in finding appropriate referrals. If you desire a referral elsewhere, for any reason, you will be given the names of other qualified providers. You have the right to end therapy at any time without any legal obligation or charges.

#### A Low Cost / No Cost Clinic

The SACMFC-ES is committed to providing high-quality, accessible care to clients, regardless of their ability to pay. There is no cost for care if you do not have insurance. The clinic collect insurance in order to support the long-term sustainability and growth of the clinic.

#### Confidentiality

The Notice of Privacy Practices describes in detail how personal identifiable medical information about you may be used and disclosed and how you can get access to this information. Please review the Notice of Privacy Practices carefully.

#### Treatment Attendance, Missed Appointments and No-Shows

Therapeutic interventions are an investment and take time to work. We are here to support you in achieving your therapeutic goals and will help you address challenges that make it hard to attend treatment consistently and on time. In return, we expect that you will:

Contact our front desk at (240) 847-7500 to schedule or cancel appointments, unless otherwise advised by your provider(s).

- Please arrive 5-10 minutes early for each session to complete session preparation questionnaires.
  - **If you arrive 15 or more minutes late** for an appointment, you may have to reschedule your appointment.
- When planning for appointment, please note that:
  - Initial assessments (for all services) are conducted in a 60-120 minute session.
  - Therapy sessions are on a "60 minute hour".
  - Medication management appointments are scheduled for a maximum of 30 minutes.

- Please **call at least 24 business hours in advance** to cancel appointments. The main office can be reached at **240-847-7500**. For changes to Monday appointments please call no later than Friday at noon.
- Appointments cancelled with less than 24 hour notice will be considered a “no show.”
- Please call ahead if you are running late or need to cancel short notice. We will do our best to accommodate you if you arrive late but please be aware that we cannot extend your appointment time. If you arrive more than 15 or more minutes late for your appointment, it may be necessary to reschedule your appointment.
- The third no-show within a 12 month period, or repeated late arrivals, may result in discharge from this clinic.
- Please let your treatment team or front desk know if you are having transportation or other issues that interfere with coming to your appointments. We may be able to provide assistance or referral to programs for help resolve these problems.

**Telehealth Therapy**

Telehealth services are available to all clients within the DC|MD|VA areas as an alternative access to therapy. Telehealth services allow clients to complete therapy sessions via the “Zoom” Platform in a safe and confidential environment outside of the clinic. Telehealth therapy is optional and offered in addition to office visits for clients. (e.g. clients utilize telehealth if they are unable to make it to the office on time)

- Please log into Zoom via the email invitation from your provider 5-10 minutes early for each session.
  - **If you arrive 15 or more minutes late** for an appointment, you may have to reschedule your appointment.
- When planning for appointment, please note that:
  - Therapy sessions are approximately 60 minutes in duration (couples or family therapy may be up to 75 minutes)
  - Allow time prior to session to ensure successful log-in

Clinic providers can only perform therapy within the boundaries of their license. It is your responsibility to inform the clinic immediately of an address change or if you are traveling outside of your documented state, as you may not be able to access care during that time.

**Client–Therapist Communication**

Clinicians do not communicate with clients electronically due to concerns about privacy and security. You are welcome to call and speak with, or leave a message for, your provider(s) at any time. Providers will do their utmost to respond to all calls within 24 business hours and to inform you of all planned absences. You are also welcome to call our front desk for assistance during business hours and are always welcome to contact our clinic director, Anneke Vandenbroek, Ph.D. with questions, concerns, etc., regarding your care at 240-847-7500.

**After-hours Urgent/Crisis Support**

After business hours and on weekends, if an emergency should arise that is urgent or potentially life threatening, you should go to your nearest emergency room or urgent care center. In addition, you can call the National Suicide Prevention Hotline at 1 - 800-273-TALK (8255) to be connected with a local crisis counselor OR you may press 1 to be connected to the Veterans Crisis Line (operated by the National VA).

**Consent to Services and Acknowledgment of Receipt of Notice of Privacy Practices**

I have read the policies document and understand my rights as a client at the Steven A. Cohen Military Family Clinic at Easterseals.

\_\_\_\_\_  
Client Signature (or Legally Authorized Representative)

\_\_\_\_\_  
Printed Name of Signer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Minor Name (if applicable)

\_\_\_\_\_  
Relationship to minor

\_\_\_\_\_  
Reviewed By

\_\_\_\_\_  
Print Name