



CLIENT RIGHTS

Portner Counseling Group (PCG) respects the rights of all its clients and has written policies and procedures to ensure these rights are protected and exercised. Below are your basic rights as a client at PCG:

1. Access to counseling services at PCG is available to all persons, without regard to race, religion, sex, ethnic, or national origin, age or disability.
2. You have the right to considerate and respectful care while at PCG.
3. You have the right to an individualized treatment plan that will be developed with you, specifically designed to enhance your personal recovery.
4. You have the right to respect, privacy, and confidentiality, as it relates to the counseling services you receive at Portner Counseling group.
5. You have the right to request to see your records or PCG can choose to prepare a treatment summary unless we believe that seeing them would be emotionally damaging, in which case PCG will be happy to send them to a mental health professional of your choice.
6. You have the right to know the name and qualifications of the counselor responsible for the coordination of your care while receiving services at Portner Counseling Group.
7. You have the right to every consideration in respect to privacy and individuality, as it relates to social, religious and psychological well-being.
8. You have the right to expect reasonable continuity of care, which shall include, but not limited to the timely scheduling of appointments with your counselor, timely referrals to outside providers when appropriate, and coordination with those services to ensure your treatment needs are met.
9. If after careful deliberation with your counselor, you feel the counseling services at PCG aren't beneficial to you, you have the right to withdraw from services at any time.
10. You have the right to voice your opinions, recommendations and grievances in relation to the services you are receiving, or the policies of Portner Counseling group, without the fear of prejudice or reprisal.
11. You have the right to file a grievance and be informed of the process to do so. PCG's grievance policy and process is maintained in the client resource guide in the lobby, as well as copies of the grievance forms.

All clients at PCG have the right to file a grievance for any reason with cause, and without fear of reprisal. It is a requirement of this state to review this policy with you. PCG has developed a grievance system for resolution of conflicts, this system will be discussed with you during orientation, and access to the grievance forms will be made available upon request.



PORTNER COUNSELING GROUP

1800 North Federal Highway, Suite 206
Pompano Beach, FL 33062
T: 954-895-6263 F: 954-642-2195
cportner@portnercounseling.com
www.portnercounseling.com

I have read, understand, and have been provided a copy of the Client's Rights.

Client Signature

Date

Counselor Signature

Date

Parent/ Guardian Signature

Date