

## CLIENT RIGHTS

Every client of Joseph Pereira, LICSW, CAS shall have the right to be treated with courtesy, dignity and respect. In addition your rights as a client are:

1. To have all reasonable requests responded to promptly and adequately within the capacity of the practice;
2. The right to the privacy and confidentiality of all records pertaining to treatment except as exempted by law and noted in the Statement of Informed Consent;
3. If a minor under the age of 18 years old or if you are an adult with a legal representative, you *and/or* your guardian/representative, have the right to review your records or obtain information from your record if clinically appropriate by informing Joseph Pereira, LICSW, CAS in writing. If you wish to receive a copy thereof, a fee for said copy may be determined by the rate of copying expenses;
4. Challenge information in your record by inserting a statement of clarification;
5. To refuse to serve as a research subject;
6. Upon request, to receive a copy of the bill or other statement of charges submitted to any third party by the practice for the care of the client;
7. To raise any complaints about clinical services and have those complaints:
  - considered to be important;
  - resolved as quickly and as close to the source as possible;
  - considered without the client needing to be afraid to raise them because of potential consequences;
8. Have the right to receive information necessary to give informed consent prior to the start of any treatment. You also have the right to be informed of any alternative treatment services that may be available to you;
9. Treatment without discrimination as to race, ethnicity, religion, gender, sexual orientation, national origin or source of payment;
10. Right to a referral to another agency or practitioner as may be needed;

11. To obtain an explanation as to the relationship, if any, between Joseph Pereira, LICSW, CAS to any other agency or practice.

Client Grievance Procedure: You may present a complaint directly to Joseph Pereira, LICSW, CAS who will listen, investigate all the facts and circumstances, and respond within a reasonable period. If still unsatisfied with the decision about the grievance, you may appeal to the state of Massachusetts Social Work Licensing Board (617)727-2669.

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Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Date