



Southwest Iowa Families, Inc.
215 E. Washington St., Clarinda, IA 51632
Phone: (712) 542-3501 Fax: (712) 542-4725

BHIS CLIENT RESPONSIBILITIES

As a client, it is your responsibility to:

- Show us your insurance cards or fill out a sliding scale request for a lower rate. Let staff know if/when there are changes for any of your insurance. You are responsible for paying if you don't have insurance.
- Give us your current address and phone number so that we can get ahold of you for appointments or about billing.
- Know that your provider might not be able to talk to you all the time. Support staff will give messages to your provider as soon as possible.
- Be on time, or cancel or change appointments 24 hours before the time.
 - You might be billed \$50 if you don't. No insurance pays for this. The only exception to this rule is if you would be in danger if you kept the appointment or if someone you take care of is sick.
- If you miss more than 2 times in a row, are more than 10 minutes late to two appointments in a row, or have missed more than 5 appointments, we may only let you schedule certain times until you come most of the time.
- If you are late, session must still end on time.
- Ask if you would like to work with someone else or get information about other places. Not every provider will be a good fit for you. This doesn't mean that there is something wrong with you or the provider.
- Know that staff will not text or email or return texts or email with personal information. Staff may use them to check on your appointment time.
- Read the crisis sheet. Use it and the Action Plan made with your provider to keep from hurting yourself or others.

❖ If you are having a hard time, use the Crisis Instructions you received and the Action Plan you made with your provider.



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BHIS CLIENT RIGHTS

You have the right to:

- Be in a safe space, free from sexual, physical, and emotional abuse.
 - Get respectful help & to know what treatment you will receive & why.
 - Get information about costs, ways to pay, what insurance pays for, how many sessions, switches, and cancellation policies before starting BHIS.
 - Know the limits of confidentiality and when a provider may share information about you with others. (see Notice of Privacy Practices)
 - Not answer any questions or to share any information you choose.
 - Ask that the provider tell you about your progress.
 - Get a specific type of treatment or end treatment without being bothered or having to do something else. Please talk about stopping treatment with your provider or switching providers.
 - Get warning if we plan to end services and options for other services.
 - Say no to recordings or ask for them.
 - Get information about your provider's work background, including licensure, education, training, experience, professional associate membership, specialization, and limitations.
 - Ask for information from your child's record. We may ask you to meet with a provider to review the information first.
 - Report unethical and illegal behavior by a provider.
 - A copy of the Agency's complaint/grievance policy may be requested from the Administrative Director, Sandy Geer, at (712) 542-3501.
 - Questions, complaints, or concerns related to services may be directed to the Clinical Director, Angela Wallick, LISW, (712) 542-3501 or by directing them in writing to the Board of Directors Chairperson, Carl Sonksen, Atty, 215 E. Washington St., Clarinda, Iowa 51632. The Board meets monthly and will address concerns at the next scheduled meeting.
- ❖ ***If you are having a hard time, use the Crisis Instructions you received and the Action Plan you made with your provider.***