



Client Rights and Responsibilities

At Puzzle Pieces, LLC we want you to be aware of your rights as a client of our services. The following is a summary of your rights based on the Massachusetts law called the Patient's Bill of Rights. We have outlined these below, and invite you to ask your therapist or a Clinical Director if you have any questions about these rights. Following that, there is a list of your responsibilities to help us give you the best care we can.

I. Your Rights

Confidentiality: In the usual course of events, you have the right to keep the services you receive at Puzzle Pieces, LLC completely private. That means without written permission no information about your services at Puzzle Pieces, LLC are available to anyone outside of the practice with the exception of information necessary to access your health insurance. However, there are certain exceptions that are important to be aware of which are noted below.

Exceptions to Confidentiality

- If appropriate, your therapist may consult with your child's primary care physician or other healthcare provider to coordinate care *only* with the appropriate release of information
- If you pose a threat of harm to yourself or to another person
- If you report information indicating that a child, disabled, or elderly person is suffering abuse or neglect
- A court order, issued by a judge, could require us to release information contained in your records, or could require a therapist to testify

Release of Information: You have the right to discuss with your therapist what information is in your record, and if you sign a release of information authorizing Puzzle Pieces, LLC to share information with outside sources, you have a right to discuss specifically what information will be released.

Inspect or copy your clinical and billing records: You have the right to inspect and obtain a copy of your information contained in clinical records. Under limited circumstances we may deny your request to inspect or copy. If you request a copy of any information, we may charge a reasonable fee for the costs of copying and mailing supplies.

Termination: You have the right to end treatment at Puzzle Pieces, LLC at any time.

To transfer to a new therapist: You have the right to request a different therapist at Puzzle Pieces, LLC to the extent possible if you are dissatisfied with your current assignment. Reassignment will depend upon availability of alternative therapists. Please discuss any concerns with a Clinical Director.

Understand treatment: You have the right to be informed about the services available to you at Puzzle Pieces, LLC and to participate in the process of deciding whether or not to utilize these services.

Your therapist: You have the right to know the credentials of your therapist.

To complain: You have the right to present a complaint, knowing that treatment will not be compromised in any way. If you have a concern regarding your services at Puzzle Pieces, LLC that you cannot solve with your therapist, contact:

Megan Selchan, Clinical Director and Partner: 617-433-7699 or megan@puzzlepiecesmass.com

Nikki Meribela, Clinical Director and Partner: 617-237-6090 or nikki@puzzlepiecesmass.com

If you are not satisfied with the results of your complaint you have the right to express your concern with the appropriate governing licensure board.

To receive changes in policy: You have the right to receive any future policy changes secondary to changes in state and federal law.

II. Your Responsibilities

Keep your appointments: It is your responsibility to keep your scheduled appointments and to let your Puzzle Pieces, LLC therapist know as soon as possible if you cannot keep one.

It is your responsibility to inform your therapist of any contagious illnesses present in your home and to cancel your child's session when necessary. If your child has had fever and/or gastrointestinal symptoms, symptoms of strep throat, conjunctivitis, or has been exposed to head lice or hand food and mouth disease within 24-hours of the therapy session please contact your therapist to reschedule.

Honesty: It is your responsibility to be honest and open as possible with your Puzzle Pieces, LLC therapist in order to allow for best practice treatment and intervention.

Carry Over: It is your responsibility to follow through on treatment recommendations and strategies recommended by your therapist between clinical appointments.