

CLIENT POLICIES

As a client at Renew Wellness, you can expect that the following rights will be met:

- The right to be treated with consideration and respect for personal dignity, autonomy, and privacy;
- The right to service in a humane setting which is the least restrictive feasible as defined in the treatment plan;
- The right to be informed of one's own condition, of proposed or current services, treatment, or therapies, and of the alternatives;
- The right to consent to or refuse any service, treatment, or therapy upon full explanation of the expected consequences of such consent or refusal. A parent or legal guardian may consent to or refuse any service, treatment, or therapy on behalf of a minor client;
- The right to confidentiality of communications and of all personally identifying information within the limitations and requirements for disclosure of various funding and/or certifying sources, state of federal statutes, unless release of information is specifically authorized by the client or parent or legal guardian of a minor client or court-appointed guardian of the person of an adult client in accordance with Rule 5122":2-3-11 of the State of Ohio Administrative Code;
- The right to have access to one's own treatment records, unless access to particular identified items of information is specifically restricted for that individual client for clear treatment reasons in the client's treatment plan. "Clear treatment reasons" shall be understood to mean only severe emotional damage to the client such that dangerous or self-injurious behavior is an imminent risk. The person restricting the information shall explain to the client and other persons authorized by the client the factual information about the individual client that necessitates the restriction. Any person authorized by the client has unrestricted access to all information. Clients shall be informed in writing of agency policies and procedures for viewing or obtaining copies of personal records;
- The right to be informed in advance of the reason(s) for discontinuance for service provision, and to be involved in planning for the consequences of that event;
- The right to receive and explanation of the reasons for denial of service;
- The right to know the cost of services;
- The right to be fully informed of all rights;

As a client of Renew Wellness, we expect the following from you as our client:

- **To be motivated for change. By contacting and scheduling appointments with us, we assume that you are prepared to make positive and transformative changes in your life on this journey to becoming your BEST SELF. We expect that you will make the commitment to attend your scheduled appointments. Our time is valuable, and we are here to work with you as you walk down this path of change. Repeated cancellations call into question your commitment to this process.**
 - **You will be charged a minimum amount of \$30.00 for late cancellations or appointments cancelled without 24 hour notice**
 - **You will be charged the full fee of \$110 for a NO SHOW counseling appointment or full fee of scheduled massage.**
- We use a variety of communication to stay in contact with you including phone, text messaging, and email. If you choose to communicate with us through these methods, you acknowledge that there are limits to what can be kept confidential over the Internet. We are often not immediately available by telephone or outside of business hours. We encourage the use of your support system and coping strategies to manage stress outside of scheduled appointment times. If at any time you feel that you cannot wait for a return phone call or keep yourself safe, please contact 1) Netcare Access at 614-276-2273, 2) call 911, or 3) attend your nearest emergency department. We provide appointment reminders for counseling appointments, this service is a courtesy provided to you but you are ultimately responsible for your own appointment time.
- For counseling services, we schedule hourly appointments for 50 minute hours to allow us to have ample time to prepare in advance for our appointment with you. If you arrive late to your appointment, you will still have the same allotted time your appointment will end at ten minutes 'til the hour. We want to be respectful of everyone's time and make our best effort to keep our appointments on time.
- We use a variety of treatment modalities at Renew Wellness that are evidence based practices to help facilitate your process of change. We will provide you with as much as information as you would like about these modalities and the evidence that supports our decision to utilize

these in your treatment process. We recognize that every person is different, and we will develop a treatment plan appropriate to your needs and desired changes. We expect that you will participate in these treatments to the best of your ability and as appropriate by our recommendations.