

Acorn Counseling Education Services

Client Rights

1. You have the right to request where and how we contact you: Home, work, cell phone/email [remember these are open mediums], or in some other way. By providing the number, you agree we can use it.
2. You have the right to release your medical records: Written authorization is required to release records to others. You also have the right to revoke your release [in writing]. If, however, I have already sent the information based on the previous authorization, this will only be valid for the future.
3. You have the right to inspect and copy your medical billing records: I have the right to deny this request or to bill for fees incurred.
4. You have the right to add information or amend your medical records. After reviewing your records, you have 7 days to decide if you want to amend them. I may deny this request, in which case you can file a disagreement statement, which will be filed with our response in the record. The request must be in writing.
5. You have the right to an accounting of disclosures for 6 years from the effective date. The exceptions to this are disclosures for treatment, payment or healthcare operations, disclosures pursuant to a signed release, disclosures made to the client, or disclosures for national security or law enforcement.
6. You have the right to request restrictions on uses and disclosures of your healthcare information: These must be in writing, and I do not have to agree.
7. You have the right to complain. If you have a problem, please contact a member of this office. If you are not satisfied, contact BHEC. There will be no retaliation.
8. You have the right to receive changes in policy. You may request future changes. Christy Graham is the privacy officer, you may contact her with any questions/suggestions.

Complaints

Any complaints or grievances from the client regarding the performance or actions of a therapist shall be follow this procedure:

1. Person having a complaint or grievance regarding the Therapist must discuss the matter with the Therapist in person before pursuing it in any other manner.
2. If, after discussion, the client decides to pursue a complaint, he/she must then submit a written letter detailing the complaint or grievance to the Therapist. The Therapist will, within 30 days, provide a written response to the grievance to client. Both letters will be forwarded to Christy Graham, the president of Acorn Counseling Education Services.
3. If appropriate, the Therapist will then meet with the client and their attorneys (if any) to discuss the matter.

The Texas Behavioral Health Executive Council investigates and prosecutes professional misconduct committed by marriage and family therapists, professional counselors, psychologists, psychological associates, social workers, and licensed specialists in school psychology. Although not every complaint against or dispute with a licensee involves professional misconduct, the Executive Council will provide you with information about how to file a complaint.

Texas Behavioral Health Executive Council
333 Guadalupe St., Ste. 3-900
Austin, Texas 78701
Tel. (512) 305-7700 1-800-821-3205 24-hour, toll-free complaint system

New Signature Field

