

Client Responsibilities

Every Client is responsible for:

- Providing information about past illnesses, hospitalizations, medications, and other matters related to health status, including a copy of their written advance directive if necessary.
- Being respectful to other patients, staff, and clinic property. Patient is responsible for loss or damage to clinic property.
- If the patient is responsible in any way for an injury to staff, patient assumes liability and a worker's compensation claim may be pursued.
- Telling their providers if they expect problems in following prescribed treatment.
- Keeping appointments. A 24-hour cancellation notice is required, or a cancellation charge may be incurred.
- Attending scheduled appointments consistently as determined between patient and provider. Provider has the right to cancel further sessions if the patient is not attending consistently, with the obligation that other referral options will be provided.
- Giving necessary information for insurance claims and for working with Ellie Mental Health to make payment arrangements, when necessary.
- Protecting their belongings. Ellie Mental Health is not responsible for any lost or stolen items.
- Communicating any questions or concerns they have to our staff, and it is our staff's responsibility to follow up on these questions or concerns.

*For more information, talk to your provider.

