

Client Rights and Responsibilities

Welcome to the Steven A. Cohen Military Family Clinic at the University of Pennsylvania (Cohen Clinic). The following is an overview of our services and policies, including your rights and responsibilities as a client.

Our Services

The Cohen Clinic is an outpatient behavioral health clinic designed to provide services (psychiatric and psychological assessment, psychotherapy, case management, and medication management) for veterans and members of military families. Services are provided to individuals (adults, adolescents, and children), couples, and families by behavioral health professionals, including licensed clinical psychologists, licensed social workers, and psychiatrists. Any students or unlicensed clinicians are closely supervised by licensed professionals on the team and licensure status will be discussed with you prior to starting treatment if students or unlicensed clinicians are providing services.

The Cohen Clinic does not discriminate on the basis of race, color, religion, gender, sexual orientation, gender identity, national origin, ancestry, age, relationship status, disability, or other individual characteristics. It is important to us that everyone who seeks services at our clinic is treated in a respectful, culturally informed, and welcoming way. For your own safety and the safety of others, the Cohen Clinic is a smoke, drug, alcohol, and weapons free zone.

Treatment Planning

Treatment in our clinic is *time limited* and *goal directed*, meaning you will complete an assessment and set goals with your provider(s) and develop a treatment plan to move toward your goals. The average length of treatment is between 3 and 4 months, but varies based upon goals and other factors.

- Your provider(s) will inform you about the potential benefits and risks of therapies recommended to you based upon the current available medical evidence.
- You have the right to ask questions about the methods used by your providers.
- You have the right to refuse to use specific techniques.
- In working with younger children, parents will be closely involved in treatment, and information will be shared in the child's best interest for effective treatment.

Connecting with external resources:

- If a particular treatment is not offered here, we will assist you in finding appropriate referrals.
- If you request a referral elsewhere we will assist you in identifying and connecting with other qualified providers.
- You have the right to end therapy at any time without any legal obligation or charges. Your feedback is always valued to help us continue to improve our services.

No Cost

Services at the Cohen Clinic are provided free of charge and without submission for reimbursement to third party payers (i.e., insurance). Clients will be notified in advance if this insurance reimbursement practice should change. The Steven A. Cohen Military Family Clinic at the University of Pennsylvania is committed to providing care to clients regardless of ability to pay. *While services are free of charge, they are a limited resource for veterans and military family members, and we ask that they be used accordingly.*

Treatment Attendance

Therapeutic interventions are an investment and take time to work. We are here to support you in achieving your therapeutic goals and will help you address challenges that make it hard to attend treatment consistently and on time. In return, we expect that you will:

- Contact our front desk at 844-573-3146 for scheduling, unless otherwise advised by your provider(s).
- Attend appointments consistently and **call at least 24 hours in advance** if you cannot attend.
 - Inconsistent attendance is like taking a medication some of the time. It just doesn't work well. It also means that other veterans and their family members don't have access to services. As such, frequent cancellations and/or missed appointments may result in discontinuation of services.
- Please arrive 5-10 minutes early for each session to complete session preparation questionnaires.
 - **If you arrive 15 or more minutes late** for an appointment, your provider will likely not be able to see you as you will not have sufficient time to engage in the session.
- When planning for appointment, please note that:
 - Initial assessments (for all services) are conducted in 60 or 90 minute sessions.
 - Therapy sessions are on a "50-minute hour".
 - Medication management appointments are scheduled for a maximum of 30 minutes.

Client–Clinic Communication

Phone: You are welcome to call your provider(s) at any time. Providers will try to respond to all calls within 24 business hours and to inform you of extended planned absences. You are advised to call our main line for scheduling and assistance during business hours (844-573-3146).

Text: Text reminders are available. Message and data rates may apply. Providers do not communicate with clients via text.

E-mail: E-mail communication may be used for coordinating care (e.g., sending telehealth session links and measures), but not for clinical information. Be advised that e-mail is not a secure means of communication and confidentiality of e-mail messages cannot be guaranteed. If you have concerns regarding e-mail communication, please contact our office via phone. Your use of e-mail indicates your acknowledgment of such limitations.

After-hours Urgent/Crisis Support

If an emergency or urgent situation should arise outside office hours, call the National Suicide Prevention Hotline at 1 -800-273-TALK (8255) to be connected with a local crisis counselor OR press 1 to connect to the Veterans Crisis Line (operated by the VA). Vets4Warriors answers our clinic main phone line after hours (844-573-3146). For urgent after hours medication concerns, please call 9-1-1 or go to your nearest emergency room.

Client Complaints

The Cohen Clinic is committed to providing quality care. Feedback is always encouraged. You are always welcome to contact our clinic director with questions or concerns regarding your care (Leah Blain, PhD, at 215-898-2775). Clients may also submit complaints to any staff member or by completing a "Formal Complaints Form" on the Contact Us page of our website (<http://www.med.upenn.edu/mfc/contact.html>).

Acknowledgment of Rights and Responsibilities

I have read the Client Rights and Responsibilities and understand my rights as a client at the Cohen Clinic.

Client Signature (or Legally Authorized Representative)

Date

Provider Signature

Date