



Client Rights, Responsibilities, and Informed Consent

About Hamm Clinic

Hamm Clinic is a nonprofit mental health clinic. We have served the community since 1954. Our primary mission is to provide quality, culturally responsive services to adults and their families, particularly the underserved and those unable to afford the full cost of care. It is our goal to provide each client a safe and welcoming place to address their issues of concern. We believe quality mental health care is crucial to the well-being of the individual, families, and our communities. Hamm Clinic is accredited by the State of Minnesota through Rule 29.

Our services are tailored to meet the specific needs of each client. We offer individual, group, couple, and family therapy, psychiatric assessment, and specialized psychological assessment as appropriate. We offer medication management for clients.. Our clinical staff is multi-disciplinary including psychologists, clinical social workers, licensed marriage and family therapists, psychiatrists, and a nurse. As a training facility, some of our services are offered by clinical social work interns, psychology interns, and psychiatry residents from accredited graduate training institutions.

Scope of Services

Hamm Clinic services are provided in short- and long-term formats within the training, experience, and availability of clinical staff. If at any time it is determined that the presenting issues of clients fall outside of the scope of practice for Hamm Clinic, appropriate referrals will be made. Hamm Clinic referral services may occur either after the initial session or as these factors become more apparent during services. Hamm Clinic providers can suggest referral options that we believe will best meet a client's needs, but the decision for ongoing treatment ultimately is the choice of the client.

General Information about Therapy

The purpose of therapy (individual, group, couple, and family) is to assist you in meeting your goals and supporting your personal development. A wide variety of concerns may be discussed including depression, anxiety, trauma, stress, relationship difficulties, and more. Your initial sessions will involve an assessment of your needs and you will create a treatment plan with your provider to help you address your goals for therapy. Therapists have a variety of ways of working with clients and supporting healing, change, and growth. Therapy is an opportunity to discuss your problems or issues you may be experiencing. Therapists rarely give advice or suggest how to solve a problem. Rather, your therapist will provide a warm and empathic environment as well as assist you in processing issues and striving toward your goals.

Appointments

In order to provide the best service possible, Hamm Clinic schedules appointments for a specific day and time. Therapy sessions are usually scheduled on a weekly or biweekly basis. Individual, couple, and family therapy appointments are generally 55 minutes. Therapy groups usually meet for about 90 minutes, and psychiatry appointments are usually 20 minutes after an initial 60 minute appointment. We expect you to make every effort to keep your appointments. In order to assist you, we provide text reminders of appointment times.

E-mail Purposes:

Hamm Clinic staff may use e-mail to communicate with you about your care, primarily for scheduling and billing purposes. A copy of e-mail communication may be added as part of the medical record. Please keep in mind: e-mails you send to Hamm Clinic may not be seen or answered right away. *Please call for urgent issues.*

Opting Out

You may opt out of texts and/or e-mails by notifying Front Office Staff at Hamm Clinic. Contact options include: phone, 651-224-0614; e-mail, info@hammclinic.org; or in writing, 10 River Park Plaza, Suite 710, St. Paul, MN 55107. You may also opt out from text reminders by entering "Stop" in response to the text message. Your withdrawal will not apply to e-mails or text messages sent before the notification is received.

Telehealth

At Hamm Clinic, services may be delivered virtually, via Telehealth, involving the use of HIPAA compliant, live, two-way interaction between the client and provider using audio-visual technology to and from remote locations. You may request to meet with your provider virtually on an ongoing basis, or you may choose to switch to a virtual appointment as needed (e.g. during a snowstorm).

Telehealth services do not change your rights to privacy or your protected health information. These interactive systems are compliant with current privacy regulation. If you choose to receive services via Telehealth, you will not physically be in the same room as your Telehealth provider. All documentation and storage of your protected health information will take place in the electronic health record utilized by Hamm Clinic. You or your Telehealth provider can discontinue the visit if the Telehealth services are not adequate for your situation at that time. Your provider may also terminate telehealth services if they determine that you would receive greater benefit from in-person services.

Attendance Policy

As with all healthcare services, it is important to keep the appointments you schedule. If appointments must be cancelled, Hamm Clinic requires 48 hours' notice to cancel a psychiatry appointment or psychological assessment appointment and 24 hours' notice to cancel a therapy appointment.

1. For Therapy: If you miss or late cancel (less than 24 hours' notice) 3 appointments in a row, your chart will be closed from therapy services at Hamm. You are welcome to contact the clinic to request to be added to the waitlist for services.
2. For Psychiatry: If you miss or late cancel (less than 48 hours' notice) 3 appointments in a row, your chart will be closed from psychiatry services at Hamm. You are welcome to discuss re-starting psychiatry services with your provider.
3. If you miss or late cancel 3 out of every 8 scheduled appointments, your chart will be closed from the specific service. As above, you are welcome to contact the clinic to request to be added to the waitlist for services.

Client Rights

- To be treated with dignity, respect, and courtesy by qualified, competent professionals
- To be given the same consideration as anyone else regardless of your race, ethnicity, beliefs, gender, national origin, source of payment, age, religion, disability or sexual or affectional preference
- To be informed of the options, benefits, and risks related to treatment and provide consent for treatment at Hamm Clinic
- To participate with the provider in defining needs and determining a treatment or goal plan
- To have respect given for the uniqueness of each person's religious faith, social philosophy, and cultural background
- To disagree with the provider and to express concern openly about any part of the treatment plan, either verbally or in writing
- To be given specific reasons for referral, transfer, or termination of services
- To be free from exploitation for the benefit or advantage of the provider
- To refuse recommended treatment or services and be advised by your provider of the consequences for refusal

Client Responsibilities

- To be an active participant in the treatment or goal plan
- To give 24-hour notice if an appointment cannot be kept; 48 hours for psychiatry appointments
- To respect the privacy rights of other persons served by Hamm Clinic

Updated Contact Information

It is important that Hamm Clinic have current and accurate phone, address, and email on file in order to contact you about appointment changes or other important information. Please inform the staff as soon as possible about any change in your address, email, home or cell phone number.

Record Retention Policy

Client files will be securely stored in accordance with HIPAA and other applicable state and federal law. These files will remain at Hamm Clinic until ten years, at which point they will be destroyed in a secure manner.

Records are released under limited circumstances as ordered by a court, as otherwise required by law or as authorized by the client. Contact your provider for more information on access to your records.

Data Privacy and Access to Records

Hamm Clinic maintains information about clients who receive services. Most of this information or data is protected by federal and/or state law. Policies are effective as of December 20, 2022.

You have a right to:

- Be told the purpose of collecting data from you and its intended use by Hamm Clinic.
- Be told that you may refuse to give Hamm Clinic information and whether or not it is legally required for you to do so.
- Be informed of what, if any, consequences might arise from your refusal to supply information sought by Hamm Clinic. The information may be important for Hamm Clinic to assist you, so refusal to provide the information may limit or prevent Hamm Clinic from providing assistance.
- Be informed of the identity of other persons or entities authorized by state or federal law to receive the data, if any. You have a right to have your records kept private, accessible only to appropriate Hamm Clinic staff and (possibly) appropriate employees of governmental units if you are participating in a program which receives city, county, state, or federal funding, unless disclosure is required by law.
- Have access to review, with your provider, information pertaining to you in your file and to be told what it means.

The information will be used in the following ways:

- to explore the usefulness of Hamm Clinic services to you
- to provide results of any testing or assessment in language you can understand
- to determine treatment plans and goals
- to understand possible outcomes and side effects of services
- to anticipate expected length and cost of services

Exceptions to Confidentiality

Information cannot and/or will not be kept confidential in the following circumstances:

1. MN Statutes, Section 626.556, requires that any and all social service agencies and their personnel report:
 - a. any incident or knowledge of suspected neglect, physical or sexual abuse or mental injury of children to Child Protection Services. (We respect your privilege to report any incidents personally prior to our report.)
 - b. any maltreatment of vulnerable adults as specified in the Vulnerable Adults Act (MN Statutes, Section 626.557).
2. If federal law requires that we disclose the information.
3. If you sign a consent to the release of the information.
4. If a court order requires information to be released or the release is otherwise required by law.
5. If personnel within this agency, because of their work assignments, require access to the information.
6. We send grouped data (without identifying clients by name or contact info and pursuant to the HIPAA “de-identification” standards) to community agencies, funding sources, and for research and training purposes.
7. If you are required to be in treatment by the courts (i.e., court-ordered, probation, child protection services or parole), then Hamm Clinic will send progress reports to the assigned contact.
8. In an effort to save your life or someone else’s life, Hamm Clinic will do whatever possible to prevent a suicide or homicide. Hamm Clinic will also contact the police and/or the suspected victim in any case where we have reason to fear for someone’s safety or well-being.
9. All other agencies or individuals must have a court order to review client information.

Any revisions to the Notice will be provided to current and new clients at the individual’s next session, via the agency website, or by having copies available at the agency site.

Complaints may be made to Hamm Clinic and/or the Department of Health and Human Services Office of Civil Rights, without fear of retaliation by the organizations if the individual believes their privacy rights have been violated. For questions or complaints about data privacy or client privacy rights, you may contact the Director of Clinical Services. A complaint to the Office of Civil Rights may be filed in writing through fax, email, or the OCR Complaint Portal or by mail at:

Office for Civil Rights

U.S. Department of Health and Human Services 233 N.

Michigan Ave., Suite 240

Chicago, IL 60601

Grievance Procedure

It is our goal and hope that your experience at Hamm Clinic will be helpful and satisfying. In the event you have a concern or question about the services you receive at Hamm Clinic please discuss it with your provider. If you prefer, you may ask to speak with the Director of Clinical Services or the Executive Director. If you are not satisfied with the response you receive, you may make a written request for administrative review. Your complaint or concern will be investigated, and you will receive a written response from Hamm Clinic within 30 days. A written description of the complaint procedure is available upon request at the front desk. You may also file a complaint with the Minnesota Department of Human Services, Licensing Division, 444 Lafayette Road N., St. Paul, MN 55155.

Access to Records

Clients have the right to view their protected health information (PHI), with a few exceptions: If a licensed provider believes that it will be harmful to the client or others or information compiled in anticipation of, or for use in, a civil, criminal or administrative action or proceeding. Clients may read the information in their file and may also have copies of the information in their file. For any questions about who has access to information, please see your provider. Clients may have the information explained to them by a Hamm Clinic provider and may request corrections, additions, or amendments to any information in their client chart. Hamm Clinic is not required to agree to make the changes requested. In these cases, the client's request will accompany relevant documents that are released with proper authorization.

Benefits and Risks

Research has shown that mental health care can be beneficial and effective in helping people deal with emotional, relational, and developmental issues. However, benefits and specific outcomes cannot be guaranteed, and there are some risks involved. Therapy and psychiatry offer an environment to process unpleasant issues, present and past, and may cause negative feelings to arise, which may include loneliness, sadness, anger, and others. Your provider will support you through the process.

Staff Consultation

In order to provide you with the best care, Hamm Clinic providers, including staff, fellows, interns, and psychiatric residents, may occasionally find it helpful to consult other professionals about a case. These consultations occur between your provider and their supervisor, as well in professional consultation meetings. Your provider may consult with another member of our professional staff concerning the service we provide you to ensure you are receiving the highest quality care. Hamm Clinic providers may also consult outside professionals about client cases; when consultation outside Hamm Clinic is sought, our providers do not reveal the identity of the client.

Audio or Video Recording

No audio or video recording of a treatment session will be made without client written permission. No one except Hamm Clinic staff or a clinical consultant contracted by Hamm Clinic will view or listen to a treatment session or recording of a session, or read a verbatim transcript of a session, unless the client gives permission.

Research and Evaluation

Hamm Clinic conducts ongoing research designed to evaluate and improve our work. You may view information about our published research on our website www.hammclinic.org. Currently, we routinely use a research instrument called the Outcome Questionnaire (OQ). You will receive the OQ at Intake and then on a regular basis after that. Participation in completing this instrument is not a condition of therapy. It is voluntary, but important. When you complete this instrument, you consent to having your numerical ratings and not your personal information used to determine the effectiveness of Hamm Clinic services. We strive to provide the highest quality services possible, and your feedback is crucial in meeting this goal. We welcome any questions or feedback you have about our research.

Client signature _____ Date _____