

Ostermiller Counseling Services, Inc.
242 East 7th North, Suite 4
Rexburg, ID 83440
(208) 359-9683, Fax (208) 359-0889

Client Rights

Ostermiller Counseling Services, Inc. is committed to maintaining professional and ethical relationships with each of our clients. Ostermiller Counseling Services, Inc. desires to inform you of certain rights that you have related to service delivery.

1. If you desire to receive services but are denied services through formal processes in place with this agency, the Department of Health and Welfare or its affiliates, you may request a Fair Hearing. Fair Hearings provide an opportunity for you to explore your eligibility for programming and reasons for denial. Some agencies may provide you with low-cost legal services dependent upon your situation; an example is Legal Aid in Idaho Falls.
2. Advocacy groups are available to help you understand your rights concerning mental health services; an example of an advocacy group is NAMI.
3. You always have a choice of provider agencies. You have a right to work with any agency of your choice for any service that you receive. You have a right to choose not to participate in services altogether unless otherwise ordered by the court or other oversight agency to do so. If you are dissatisfied with services that you are receiving through this agency, you are under no obligation to continue receiving services here. There are numerous other agencies offering services that you may be receiving here. Ostermiller Counseling Services, Inc. will cooperate in making your transition to another agency as simple as possible. This office will assist you with an appropriate transfer to another agency of your choice if you desire.
4. **Grievance Procedure:**
If you are unhappy or dissatisfied with any of the services that you are receiving in this office, you have the right to file a grievance with this office and potentially other supervising or overseeing agencies. If you have a specific complaint, first discuss it with the individual worker assigned to your case. If you are still dissatisfied or still have questions or concerns, you should then contact Jared Ostermiller, Owner of Ostermiller Counseling Services, Inc. Mr. Ostermiller can generally be reached in his office Monday thru Friday, 8:00 A.M. to 5:00 P.M. and would schedule other appointments with you if necessary. You may also reach Mr. Ostermiller by phone at his office (208) 359-9683 or cell (208) 313-4558. If you are still dissatisfied, Mr. Ostermiller will be happy to direct you to other persons or agencies with who you may discuss your concerns. If you are a Medicaid Participant, you can contact the Regional Medicaid representative at 208-528-5724 or Medicaid at 1-800-685-3757.
5. **Informed Consent:**
This agency must ensure that participants who receive services through the agency have obtained informed consent from the participant or his/her legal guardian indicating agreement with all the elements on the individualized treatment plan including choice of the provider agency, designated services, times, dates, frequencies, objectives, goals, and exit criteria. For minors, informed consent must be obtained from his/her parent or legal guardian.
6. When an insurance company or Medicaid is involved in paying for your services, a representative of the agency may periodically review your file for compliance with their rules. We cooperate in this process while diligently maintaining your confidentiality.

My signature below indicates that I have reviewed the above Client Rights and have received a copy.

Client/Guardian Signature

Date