

Client Bill of Rights and Responsibilities

We want to encourage you as a client of *Creating Clarity* to speak openly with your practitioner, take part in your training choices, and promote your own safety and self-care by being well informed and involved in your Neurofeedback (NFB) services. You are encouraged to think of yourself as a partner in your care, and therefore to know your rights as well as your responsibilities during your course of training. *Creating Clarity* provides various educational interventions, assessment protocols, and audio-visual entrainment methods, a few of which are still considered, by some, to be experimental.

Client Rights:

- You have the right to receive considerate, respectful and compassionate care in a safe setting, free from all forms of abuse, neglect, or mistreatment, regardless of your age, gender, race, national origin, religion, sexual orientation, gender identity or disabilities. You have the right to inquire about and discuss ethical issues related to your care at all times, and to voice your concerns about the care you receive.
- You have the right to be told by your practitioner, the benefits and risks of training, and the expected outcome of training. You have the right to give written informed consent and to understand the costs of assessment and training before you begin.
- You, your family, and friends with your permission, have the right to participate in decisions about your training, including the right to refuse/withdraw from training.
- You have the right to decide not to receive NFB training from us. If you wish, we can provide you with the names of other qualified NFB providers.
- You have the right to ask questions about protocol and procedures used during all NFB sessions, and to ask questions about NFB techniques and to prevent the use of certain training techniques if you feel unsure of them, and to participate in setting goals and evaluating progress towards meeting them.
- You have the right to have all that you say treated confidentially and be informed of state law placing limitations on confidentiality in the NFB relationship. Under certain circumstances, we are required by law to reveal information obtained during NFB to other persons or agencies without your permission. Also, we are not required to inform you of our actions in this regard. These situations are as follows: (a) If you threaten

bodily harm or death to yourself or another person, we are required by law to notify the victim and appropriate law enforcement agencies; (b) If a court of law issues a subpoena; (c) If you are in NFB training or being tested by a court of law, the results of the treatment or tests must be revealed to the court; (d) If you have given us information concerning non-accidental injury and neglect to minors or incompetent adults. (e) If you are in the process of filing a workman's compensation claim or file such in the future.

Client Responsibilities - You are expected to:

- Provide complete and accurate information, including your full name, address, home telephone number, date of birth, and employer when it is required.
- Provide complete and accurate information about your health and medical history, including present condition, past illnesses, hospital stays, medicines, vitamins, herbal products, and any other matters that pertain to your health, including perceived safety risks.
- Ask questions when you do not understand information or instructions. If you believe you cannot follow through with your training plan, you are responsible for telling your practitioner. You are responsible for outcomes if you do not follow the training plan.
- Provide complete and accurate information about your finances and to pay your fees in accordance with the arrangement you pre-established with Creating Clarity.
- Set and keep appointments with your provider, and be on time for your appointments.

Appointments cancelled without at least 24-hour notice are subject to a full session fee.

- Help plan your therapy goals, and keep your NFB practitioner informed of your progress toward meeting your goals.
- Inform your NFB provider of any problems you have which may have an effect on your progress or which may be potentially harmful to yourself or others.
- Notify Creating Clarity if you intend to discontinue training.