

USMC BEHAVIORAL HEALTH PROGRAMS CLIENT EXPECTATIONS, RESPONSIBILITIES, AND LIMITS OF PRIVACY/CONFIDENTIALITY

CLIENT EXPECTATIONS AND RESPONSIBILITIES

People sometimes seek out services to enhance and build skills for themselves, their relationships, and their families. People also sometimes encounter difficult situations or crises in their lives, and at such times, may benefit from services. Prevention services, parenting support and counseling can contribute to personal readiness by providing opportunities to develop new problem-solving and coping skills. These enhanced skills can help to minimize conflict and stress in both personal and professional situations.

As you begin services, you may be unsure of what to expect. Your provider will offer you respect, understanding, and support. Your feelings will be validated in an objective, nonjudgmental way. Sometimes just having a caring, non-critical person hear your story helps to provide an immediate sense of relief.

Our Behavioral Programs staff are committed to providing excellent services. Each provider has the qualifications for the services they provide. Prevention staff have, at minimum, a bachelor's degree in their specialty area. New Parent Support Program staff are licensed registered nurses, social workers, or counselors. Each clinical provider is properly licensed, privileged, and credentialed or is under the direct supervision of someone who is. You can expect that your provider will:

- Utilize evidence-based practices to assist you in finding new ways of addressing life circumstances.
- Maintain confidentiality within the reporting requirements of the USMC.
- Create an atmosphere of trust.
- Recommend/refer for additional services when appropriate.

Your provider will work with you to determine which service(s) will best meet your needs and maximize the benefits of your experience. In order to facilitate this, you will be expected to:

- Attend and actively participate in all appointments.
- Contact your provider in advance and reschedule if you need to miss an appointment. If this is not possible, contact your provider as soon as possible following the missed appointment and reschedule at that time.

As a program participant you can expect:

- To receive excellent care.
- To be treated with respect, in a non-discriminatory manner, regardless of race, culture, gender, sexual identity, age, disability, creed, socio-economic status, marital status, and military status.
- To know, upon request, the credentials of your provider.
- Your provider to explain that your records will be confidential subject to authorized or required disclosures as explained by your provider.
- As a program participant you have a right to refuse services.
- As a program participant you have a right to review and access your case record.
- As a program participant you have a right to obtain a second opinion from the program director about your care.

LIMITS OF PRIVACY/CONFIDENTIALITY

A confidential case file will be maintained by this office in accordance with Privacy Act of 1974, as amended, and military policy governing such records. Every effort will be made to afford you the maximum confidentiality possible. It is important for you to know that there are limits to confidentiality which may allow or require disclosure of confidential information to military and/or civilian authorities without your consent. The following highlight circumstances where disclosure to others may occur without your consent. Please talk to your provider for more details.

- In domestic abuse situations when it is believed that you or someone else may be in danger.
- If you indicate a thought, intent, or desire to hurt yourself.
- If you indicate an intent to hurt someone else.
- If you disclose present or future illegal activity.
- If you disclose elder abuse or neglect.
- If this is a FAP case presented at an Incident Determination Committee.
- If you are a Service member and you disclose past or present illegal use of controlled substances while on active duty.
- It is required by Federal law or regulation or court order.

All cases of suspected child abuse and/or neglect will be reported to the appropriate military and/or civilian authorities.