

Michael A. Nalbone, LCSW
410 Farnsworth Ave., Bordentown, NJ 08505
(609) 649-9161

Clients' Rights and Responsibilities

Welcome to the office of Michael A. Nalbone, LCSW. I want to be of the utmost help to you. The time that I reserve for your appointment is exclusively for you. In return, we ask for your cooperation in certain administrative matters. If you have any questions, I will gladly discuss them with you. It is my policy never to discriminate against a client based on race, ethnicity, gender, religious faith, or sexual orientation.

Appointments:

If you are unable to keep your appointment for any reason, please call at least 24 hours (or one working day) in advance. If you miss an appointment without proper notification (24 hours or one working day), you will be billed your full session fee. Appropriate notification allows me to schedule other clients into the appointed time.

The office voice mail system is available 24 hours a day, seven days a week. When calling, please indicate the date and time of your call. This is especially important if you are calling to cancel or change an appointment.

Fee Policy:

Payment for each session is expected at the start of the session prior to receiving services. Cash or checks are accepted. Checks should be made out to Michael A. Nalbone, LCSW. There is a \$25 charge for returned checks. Failure to meet these requirements may lead to suspension of services and, where applicable, charges of insurance fraud.

Managed Care and Health Maintenance Organization Eligibility

I am a participant in some managed care organizations (MCOs). If your mental health coverage is managed by an MCO, I can assist you in securing an authorization for services from your MCO if I am in your network. If I am not in your network, you should also check you out-of-network benefits. If that option is not available or you choose not to use your insurance coverage, you must pay the prescribed non-insurance fee. Knowingly misrepresenting your insurance information is considered insurance fraud and is punishable by law.

Client Rights;

- 1.) You have a right to confidentiality (unless there is a life threat or neglect/abuse of a child/elder/disabled).
- 2.) You have a right to privacy within the extent of the law.
- 3.) You have a right to treatment in the least restrictive setting; free from physical restraints and isolation.
- 4.) You have the right to be free from corporal punishment.
- 5.) You have the right to refuse treatment involving special or experimental procedures.
- 6.) You have a right to be treated with respect and dignity.
- 7.) You have the right to due process for complaints. **Social Workers are licensed or certified by the Board of Social Work Examiners, an agency of the Division of Consumer Affairs. You may notify the Board of any complaint relative to the practice conducted by a social worker. The Board's address is Division of Consumer Affairs, Board of Social Work Examiners, Post Office Box 45033, 124 Halsey Street, Newark, New Jersey, 07101.**
- 8.) You have a right to medication education if or when your doctor prescribes medication.
- 9.) You have a right to be treated without discrimination based on race, social class, ethnicity, age, religious faith, handicap or sexual orientation.
- 10.) You have a right to review your case record after written request.
- 11.) "Voluntary" clients, those not mandated by law to receive treatment, have the right to refuse treatment or medication.
- 12.) You have the right to be referred to another service when appropriate.