

## *Minnesota Client Rights for Mental Health*

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**THE STATE OF MINNESOTA HAS NOT ADOPTED UNIFORM EDUCATIONAL AND TRAINING STANDARDS FOR ALL MENTAL HEALTH PRACTITIONERS. THIS STATEMENT OF CREDENTIALS IS FOR INFORMATION PURPOSES ONLY.**

The Mental Health Bill of Rights provides that:

- You, the client, are billed directly for services, or your insurance coverage may be billed with your permission.
- You have a right to reasonable notice of changes in services or charges.
- You have the right to receive a summary, in plain language, of the theoretical approach used by the practitioner in working with clients.
- You have the right to complete and current information concerning our assessment and recommended course of treatment, including the expected duration of treatment.
- You have the right to expect courteous treatment and to be free from verbal, physical, or sexual abuse by the Practitioner working with you;
- Your records and transactions with the Practitioner are confidential, unless release of these records is authorized in writing by the client, or otherwise provided by law.
- You have the right to be allowed access to records and written information from records in accordance with Minnesota statutes.
- You should know that other services may be available in the community. To find out about such services, you may call United Way 211 Resource Line at 651-291-0211 or text your zip code to 898-211.
- You have the right to choose freely among available practitioners, and to change practitioners after services have begun, within the limits of health insurance, medical assistance, or other health programs.
- You have a right to coordinated transfer when there is a change in the provider of services.
- You may refuse services or treatment, unless otherwise provided by law.
- You may assert these and other rights without retaliation.
  
- You may file a complaint about your provider at:
  1. Ombudsman for Mental Health and Developmental Disabilities, 332 Minnesota Street, Suite W1410 , First National Bank Building, St. Paul, MN, 55101-2117, Phone: 651-757-1800 or 1-800-657-3506, Email: [ombudsman.mhdd@state.mn.us](mailto:ombudsman.mhdd@state.mn.us).
  2. Minnesota Board of Social Work, 335 Randolph Ave, Suite 245, Saint Paul, MN, 55102-5502, Phone: (612) 617-2100; (888) 234-1320; FAX (651) 215-0956, Email: [social.work@state.mn.us](mailto:social.work@state.mn.us).