



Strong as Stone Counseling Services, PLLC

NOTICE TO CLIENTS & MENTAL HEALTH CARE BILL OF RIGHTS

At Strong as Stone Counseling Services, PLLC, we are committed to providing ethical, respectful, and high-quality mental health care. This notice is provided in accordance with Texas Health & Safety Code §181.105, §611.0045, and applicable federal privacy laws including the Health Insurance Portability and Accountability Act (HIPAA), 45 CFR §160 & §164.

I. Your Right to Quality Care

You have the right to:

- Receive services based on current professional standards and evidence-based practices.
- Participate in decisions about your treatment, including setting goals and evaluating progress.
- Ask questions about your provider's qualifications, treatment methods, and alternative options.
- Request changes to your treatment if it does not meet your needs.
- Receive care that respects your values, culture, identity, and personal goals.

II. Right to Access Health Records (Texas Health & Safety Code §611.0045)

- You have the right to access your mental health records
- Requests must be submitted in writing, signed, and dated
- Records will be provided within 15 business days after receipt of the request and any applicable fees
- Records may be redacted to protect the privacy of other individuals
- Access may be denied if the provider determines release could be harmful to your physical, mental, or emotional well-being, as permitted by law

III. Confidentiality & Privacy Protections

Your protected health information (PHI) is protected under:

- HIPAA (45 CFR §160 & §164)
- Texas Health & Safety Code Chapter 611
- Texas Rules of Evidence Rule 510 (Mental Health Privilege)

Your information will not be disclosed without your written authorization except as permitted or required by law.

IV. Limits of Confidentiality

Information may be disclosed without your consent in the following situations:

- Risk of serious harm to yourself or others
- Suspected abuse or neglect of a child, elderly individual, or vulnerable person
- Court orders, subpoenas, or other legal requirements

V. Fees, Services, and Treatment Transparency

You have the right to:

- Be informed of fees, billing practices, and financial policies prior to receiving services
- Ask questions about costs, insurance, and payment expectations
- Understand how your progress in treatment will be evaluated

VI. Questions, Concerns, or Complaints

If you have any questions or concerns regarding your care, you are encouraged to discuss them directly with your provider so that we may address them promptly.

You also have the right to file a complaint with:

- If you have questions about licensure or professional standards, you may contact BHEC directly at <https://bhec.texas.gov/contact-us/>
- If you wish to file a formal complaint, please contact:
 - Texas Behavioral Health Executive Council 1801 Congress Ave., Ste. 7.300, Austin, Texas 78701 Phone: (512) 305-7700 | Toll-free Complaint Line: (800) 821-3205
Website: www.bhec.texas.gov

You may also contact the Texas Attorney General's Office – Consumer Protection Division for additional assistance.

Acknowledgement of Receipt

Agreement and Signature: I acknowledge that I have received and reviewed the Notice to Clients and Mental Health Care Bill of Rights. I understand that I may ask questions regarding this information at any time. I further understand that signing this acknowledgment is not a condition of receiving services.

Client Name

Client Signature OR Parent/Guardian Signature (if client is a minor) Date