

TREATMENT POLICY and INFORMED CONSENT***Confidentiality***

All communication with your practitioner is held in the strictest confidence. Nothing will be disclosed to any person(s) without your written consent. There are, however, limits to confidentiality:

- 1) Your practitioner determines that you are in imminent danger to yourself or others,
- 2) You are involved in any legal/court issues and your medical records are subpoenaed,
- 3) If matters involving minor children (under 18 yrs. old) are to be communicated to parents for treatment and/or safety purposes.

Patient cases are discussed with clinical supervisors and other clinical consultants at HRI&C, strictly for professional purposes. Your identity and any revealing information about you are delicate and we respect your rights to confidentiality and privacy. Please discuss any concerns or questions with your practitioner.

Benefits and Risks of Psychotherapy

Psychotherapy may help you improve your emotional well-being, develop healthier coping skills, gain greater self-awareness, and work toward your personal goals; however, outcomes cannot be guaranteed. During therapy, you may experience temporary emotional discomfort as difficult thoughts, feelings, or memories are explored.

Telephone Consultation

Telephone calls that are therapeutic in nature will be charged at the prevailing rate in thirty-minute increments. There is no charge, for brief telephone calls to set appointments or discuss minor matters.

Appointments

Professional fees are charged for time. The time reserved for your appointment is set aside for you and you alone. Cancellation or rescheduling of appointments requires at least 24 hours' notice. **Missed or cancelled appointments will be charged at the prevailing rate.** Emergencies are accepted. If you are 20+ minutes late on your appointment and are not able to inform HRI&C, your appointment will be considered cancelled, and charged accordingly.

Professional Fees

The fees for professional in-person services are to be paid up front before the session. For new clients, payment is required 24 hours prior to the appointment. The fees for professional online services are due before the appointment can be confirmed. When 3rd party payment is applicable, you are responsible for each payment to HRI&C. Depending on your insurance policy and carrier, our services are reimbursable and we can assist you in completing reimbursement forms. If an unpaid balance occurs, HRI&C reserves the right to pause services until the balance is settled.

Emergencies

If you believe that you have an emergency, a practitioner will respond to your emergency within 24 hours, or prior to your next scheduled appointment. For all serious emergencies that require more immediate medical attention, we advise you to proceed to Al Amal Hospital, Al Awir/Rashid Hospital. Please call **998**.

CCTV for Children Under 18

The Community Development Authority of Dubai requires that all children under the age of 18 be treated in a room with video recording for the safety and protection of the child's rights. Rest assured that only the therapist will be recorded. However, if your child is above the age of 12 and you would prefer to waive this mandate, please ask the reception to give you the Waiver Form.

Children of Divorced Parents

In accordance with DHA Consent Guidelines, for minors of divorced parents, the parent who has the custody is the appropriate person to give consent. However, the other parent has the right to receive information regarding the child's medical condition and/or procedure/treatment.

NABIDH (If you would like to opt out, fill the form from the reception and send to nabidh.optout@dha.gov.ae)

"I agree that healthcare provider(s) involved in my care at this facility will access my health information through the Health Information Exchange System (NABIDH) in accordance with the Laws of the United Arab Emirates, Emirate of Dubai Legislation and Dubai Health Authority Policies."

Our Pledge

The health professionals at the Human Relations Institute & Clinics DMCC consider your welfare to be of the highest priority. Therapy can be a painful process and you have chosen to entrust us with your most valuable possession – the health of your personality and your relationships. We take such trust with the finest care possible.

This is an acknowledgement that I have read and understood the policies of the Human Relations Institute & Clinics DMCC and have been given the document on the Patient's Rights and Responsibilities by the front desk.

Name of Client or Responsible Party: _____

Signature: _____ *Date:* _____ *Time:* _____

Mental Healthcare Professional Declaration

I have adequately explained the treatment policy to the client. I have permitted time and opportunity for the client to ask questions and all questions have been answered to the best of my knowledge.

Name of the Mental Healthcare Professional _____

Provisional Diagnosis _____

Signature: _____ *Date:* _____ *Time:* _____

Witness Statement

I have witnessed the accurate reading of the client on the treatment policy and informed consent form. I confirm that the individual has given consent freely.

Name of Witness: _____

Signature: _____ *Date:* _____ *Time:* _____

Annex to Ministerial Resolution No. (14) of 2021 on the Approval of the Patient's Rights & Responsibilities Charter

First: General Principles

1. Every person has the right to the protection of his health in the best possible circumstances, without distinction as to religion, gender, color, age or socio- economic status, taking into account the specificity of certain categories of patients, whose health status requires priority to be medically served in accordance with the applicable legislation, such as emergencies, disabled and elderly persons, children and pregnant women.
2. Health facilities shall open their doors to all patients, within limits of the applicable legislation.
3. Health facilities shall, within the available resources, ensure that patients are well received, accompanied and provided with the best services, while respecting their rights and freedoms and alleviating their suffering and pain.
4. Health facilities, when undertaking emergencies, shall give priority to the provision of health services as required by the health status of patient, according to the scientific principles recognized in this field, provided that administrative/financial matters are subsequently settled.
5. Health Facilities shall also undertake to consider and respond to their feedbacks and complaints.
6. Health facilities shall take appropriate measures relating to accessibility for disabled persons and persons with reduced mobility to their premises and to the services, and shall provide such services to them under the best possible conditions.
7. Every person shall acknowledge the patient's freedom to choose the health facility he/she wishes to deal with to receive health services, taking into account the special provisions stipulated in the various social security or health insurance regulations.
8. The patient shall respect his/her responsibilities towards the health facility and its personnel and comply with the relevant legislation.
9. Health facility must deal seriously with patients' complaints, investigate and provide a written response to the complaint's result.
10. Health facility shall provide the equipment and take the necessary measures to preserve the patient's property while being inside the premises of the health facility.
11. Health facility shall respect the patient's religious beliefs, cultural backgrounds and social aspects and privacy in a manner consistent with the health procedures required by his/her health status. The patient shall be entitled to a respectful treatment while undergoing treatment.

Second: Patient Rights

- Health facility and health professionals shall respect the patient's dignity and shall enable the patient to obtain a copy of the Patient's Rights & Responsibilities Charter, as well as access to service and healthcare in the language they choose by providing an interpreter, when necessary.
- Health facilities shall respect the patient's privacy, protect the information and data in his /her health file, social status, confidentiality of correspondence, communications, and provide amenities without inconvenience and defamation, as required by the applicable legislation.
- Health facilities and health professionals shall ensure the health protection of members of society within the respect of the basic human rights and safety of patients receiving their services.
- Physicians and all health professionals shall use all available means and possibilities to provide the best possible and appropriate services for the patient's health.
- The right to health services is a basic right of all members of society, regardless of social status, within the limits stipulated by the applicable legislation.
- All patients have the right to be treated, listened to and advised by a physician in the same manner without discrimination.
- The patient has the right to know the identity of attending physician(s) or health team with that the patient deals with and to know the specialization of each of them.
- Health facilities shall ensure the continuity of health service provision to the patient, and the health staff shall follow up on the implementation of the service initiated as long as the patient's health status so requires.

- Health staff shall take into account the risks that may arise from prevention, treatment, detection or diagnosis activities with constant keenness to achieve the desired benefit of the provided health service.
- The patient has the right, if he/she is conscious and able to express his/her opinion clearly, to refuse to receive the health service, taking into account the special cases stipulated by the applicable legislation.
- Health facility and its personnel shall respect the patient's desire and shall not violate his/her freedom to discontinue receiving the health service, unless his/her condition constitutes a threat to himself/herself, the others or the public health.
- The patient has the right, on his/her personal responsibility, to leave the health facility and not to initiate or follow up on the implementation of the health service specified, subject to the exceptions stipulated by the applicable legislation.
- The patient has the right to know the nature and severity of his/her illness and to be informed of it, unless his/her interest requires otherwise, or if his/her psychological condition does not permit to be informed of the same, in which case his/her legal representative must be informed
- The patient has the right to obtain a medical report on his health condition and the accurate results of examinations. He/she also has the right to obtain a copy of his/her health file.
- The patient has the right to obtain detailed invoices of amounts of all services provided by the health facility.
- The patient has the right to obtain educational guidance commensurate with his/her age, level of understanding, awareness and welfare.
- The patient has the right to be informed of the nature and severity of his/her illness unless his/her interest requires otherwise, or if his/her psychological condition does not permit him/her to be informed of the same. In this case, the legal representative must be informed of the same, and health knowledge and awareness must be provided to patients and their families to make decisions on the treatment plan and participate in the health care provided.
- The physician shall provide the patient in a simple and understandable language information related to his/her illness, the course of treatment and development of health condition, taking into account the difficulty of understanding and dialogue when dealing with certain categories of patients (children, psychiatric patients and the elderly).

The patient has the right to be informed of the following:

- Various examinations, proposed treatments and necessary preventive services.
- The benefits and estimated cost of the proposed course of treatment in advance.
- The urgency of implementation of the proposed health services to be provided.
- The expected results from the proposed health service.
- Possible alternatives to the proposed health service.
- The expected results in case of refusal of the health services.
- Reasons for his/her transfer from a health facility to another.

The physician may be exempted from providing information to the patient in emergencies, or in case that the patient refuses to know such information, or when his/her interest so requires.

- The patient's informed consent must be obtained to receive the health service in advance, subject to the exceptions specified by law.
- The right to consent to the health service belongs to the patient or his/her legal representative if the patient is incapacitated or restricted.
- Personal health information and data are owned by the patient and protected within the scope of the preservation of the medical confidentiality that may only be disclosed to third parties under the patient's permission or in cases required by law.
- The physician must provide the patient of information and data related to his/her health and not maintain medical confidentiality, except in accordance with the conditions and in the cases stipulated in the applicable legislation.
- A family, a relative or a person who enjoys the patient's trust and appointed for this purpose may be notified, when a serious development of his/her health condition is expected, unless the patient has prevented the same in advance.

Third: Patients' Responsibilities

The patient, against the above-mentioned rights, shall have the following responsibilities:

- To respect the physician's independence to assess and determine the appropriate treatment for his/her health condition.
- To accept the methods of prevention and treatment and the prescribed means for the same.
- To ensure the hygiene rules of the health facility and personal hygiene are respected. - To comply with the requirements of the internal system of the health facility, where the service is provided.
- To respect the measures taken by the health facility and to comply with its regulations.
- To respect the facility's health professionals and have good morals in dealing with them.
- To preserve the health facility's property, including buildings, equipment, etc. - To respect the conditions of admission, hospitalization and discharge applicable in the health facility.
- To present the required administrative and personal documents (identity documents and any other document required by the patient undertaking procedures in the health facility).
- To pay the health facility's dues or to present in advance a certificate of undertake the expenses provided under the social security or health insurance institution.
- The patient shall comply with his/ her responsibilities towards the health facility and its personnel. The health facility may refer to the competent authority in the event that the patient fails to comply with his/her responsibilities and violates the rules and controls specified under the applicable legislation in force in the country.