

THERAPEUTIC SERVICES AGENCY, INC.

220 Railroad Street S.E. Pine City, MN 55063 (320) 629-7600 Depot Fax (320) 629-7900 Hilltop Fax (320) 629-0003

MISSION STATEMENT

Therapeutic Services Agency is a local social service agency committed to the development and provision of services to youth and families. TSA is dedicated to supporting and complimenting the public social and youth agencies in the east central Minnesota area.

TSA programs are offered and designed in response to community involvement through professional and consumer evaluation and review.

TSA programs are further committed to providing services in a spirit of excellence along with a willingness to be innovative and unique to meet the needs of clients.

Client Rights and Responsibilities

In the course of participating in treatment and services, clients have both rights and responsibilities. The following are noteworthy.

When you receive services at TSA, you have the right to:

- Be treated with respect and recognition of your dignity and right to privacy.
- Be emotionally and physically safe.
- Receive care that is sensitive to your personal values and belief system.
- Personal privacy and confidentiality of information.
- Participate in the development of an individualized treatment plan.
- Participate in routine review of the individualized treatment plan and make plan updates.
- Information about the credentials of the professional staff working with you.
- Reasonable access to care, regardless of your race, religion, gender, sexual orientation, ethnicity, age or disability.
- Have family members participate in treatment planning.
- To know the status of your insurance, Medical Assistance, PMAP benefits and authorization for services.
- To communicate feedback about your experience with our services and service providers to the staff you work with at TSA or contact the Director of Programs at 320-629-7600.
- You have the right to refuse treatment.

Client Rights and Responsibilities

- To communicate feedback about your experience with our services to your managed care company, insurance company or county Social Worker involved in your case.
- Receive information about expectations for you in participating in services and utilizing the facility
- Request access to my Protected Health Information (PHI) or other records that are in the file relevant to your care and treatment

When receiving services at TSA, you are responsible for:

- Providing information to the TSA professional and managed care company, when applicable with information needed in order to receive the most appropriate services and effective treatment.
- Following plans and recommendations related to your individualized treatment plan as agreed upon with the service provider.
- To be an informed consumer of services; understanding expectations for your utilization of services, privacy practices and general responsibilities of the professional providing you services.