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THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY.

INTRODUCTION

Megan McCrea, LCSW understands that your medical information is private and confidential. Further, we are required by law to maintain the privacy of “protected health information.” “Protected health information” includes any individually identifiable information that we obtain from you or from others that relates to your past, present or future physical or mental health, and the health care you have received or payment for your health care.

As required by law, this notice provides you with information about your rights and our legal duties and privacy practices with respect to the privacy of protected health information. This notice also discusses the uses and disclosures we will make of your protected health information. We must comply with the provisions of this notice as currently in effect, although we reserve the right to change the terms of this notice from time to time and to make the revised notice effective for all protected health information we maintain. You can always request a written copy of our most current privacy notice.

PERMITTED USES AND DISCLOSURES

We can use or disclose your protected health information for purposes of *treatment, payment and health care operations*. For each of these categories of uses and disclosures, we have provided a description and an example below. However, not every particular use or disclosure in every category will be listed.

1. Treatment means the provision, coordination or management of your health care, including consultations between health care providers relating to your care and referrals for health care from one health care provider to another. For example, your PHI may be shared with the therapist who is providing counseling to you.

2. Payment means the activities we undertake to obtain reimbursement for the health care provided to you, including billing, collections, claims management, determinations of eligibility and coverage and other utilization review activities. For example, prior to providing health care services, we may need to provide information to your Third Party Payor about your medical condition to determine whether the proposed course of treatment will be covered. When we subsequently bill the Third Party Payor for the services rendered to you, we can provide the Third Party Payor with information regarding your care if necessary to obtain payment. Federal or State law may require us to obtain a written release from you prior to disclosing certain specially protected health information for payment purposes, and we will ask you to sign a release when necessary under applicable law.

3. Health care operations means the support functions of CHS, related to *treatment and payment*, such as quality assurance activities, case management, receiving and responding to recipient comments, complaints, physician reviews, compliance programs, audits, business

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planning, development, management and administrative activities. For example, we may use your protected health information to evaluate the performance of our staff when caring for you. We may also combine health information about many recipients to decide what additional services we should offer, what services are not needed, and whether certain new treatments are effective. We may also disclose information to interns and others for review and learning purposes. In addition, we may remove information that identifies you from your recipient information so that others can use the de-identified information to study health care and health care delivery without learning who you are.

OTHER USES AND DISCLOSURES OF PROTECTED HEALTH INFORMATION

In addition to using and disclosing your information for treatment, payment and health care operations, we may use your protected health information in the following ways:

1. We may disclose to your family or friends or any other individual identified by you protected health information directly related to such person's involvement in your care or the payment for your care. We may use or disclose your protected health information to notify, or assist in the notification of, a family member, a personal representative, or another person responsible for your care, of your location, general condition or death. If you are present or otherwise available, we will give you an opportunity to object to these disclosures, and we will not make these disclosures if you object. If you are not present or otherwise available, we will determine whether a disclosure to your family or friends is in your best interest taking into account the circumstances and based upon our professional judgment.
2. When permitted by law, we may coordinate our uses and disclosures of protected health information with public or private entities authorized by law or by charter to assist in disaster relief efforts.
3. We will allow your family and friends to act on your behalf to pick-up forms of protected health information, when we determine, in our professional judgment that it is in your best interest to make such disclosures.
4. Subject to applicable law, we may make incidental uses and disclosures of protected health information. Incidental uses and disclosures are by-products of otherwise permitted uses or disclosures which are limited in nature and cannot be reasonably prevented.
5. We will use or disclose protected health information about you when required to do so by applicable law.

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SPECIAL SITUATIONS

Subject to the requirements of applicable law, we will make the following uses and disclosures of your protected health information:

1. Military and Veterans. If you are a member of the Armed Forces, we may release health information about you as required by military command authorities. We may also release health information about foreign military personnel to the appropriate foreign military authority.

2. Worker's Compensation. We may release health information about you for programs that provide benefits for work-related injuries or illnesses.

3. Public Health Activities. We may disclose health information about you for public health activities, including disclosures:

- (a) to prevent or control disease, injury or disability;
- (b) to report births and deaths;
- (c) to report child abuse or neglect;
- (d) to persons subject to the jurisdiction of the Food and Drug Administration (FDA) for activities related to the quality, safety, or effectiveness of FDA-regulated products or services and to report reactions to medications or problems with products;
- (e) to notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition;
- (f) to notify the appropriate government authority if we believe that an adult recipient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if the recipient agrees or when required or authorized by law.

4. Health Oversight Activities. We may disclose health information to Federal or State agencies that oversee our activities. These activities are necessary for the government to monitor the health care system, government benefit programs, and compliance with civil rights laws or regulatory program standards.

5. Lawsuits and Disputes. If you are involved in a lawsuit or a dispute, we may disclose health information about you in response to a court or administrative order. We may also disclose health information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if CHS is given assurances that efforts have been made by the person making the request to tell you about the request or to obtain an order protecting the information requested.

6. Law Enforcement. We may release health information if asked to do so by a law enforcement official:

- (a) In response to a court order, subpoena, warrant, summons or similar process;

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- (b) To identify or locate a suspect, fugitive, material witness, or missing person;
- (c) About the victim of a crime under certain limited circumstances;
- (d) About a death we believe may be the result of criminal conduct;
- (e) About criminal conduct on our premises; and
- (f) In emergency circumstances, to report a crime, the location of the crime or the victims, or the identity, description or location of the person who committed the crime.

7. National Security and Intelligence Activities. We may release health information about you to authorized Federal officials for intelligence, counterintelligence, or other national security activities authorized by law.

8. Serious Threats. As permitted by applicable law and standards of ethical conduct, we may use and disclose protected health information if we, in good faith, believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public or is necessary for law enforcement authorities to identify or apprehend an individual.

OTHER USES OF YOUR HEALTH INFORMATION

Other uses and disclosures of protected health information not covered by this notice or the laws that apply to us will be made only with your permission in a written authorization. You have the right to revoke that authorization at any time, provided that the revocation is in writing, except to the extent that we already have taken action in reliance on your authorization.

VIRTUAL SERVICES

Should you choose to receive services via telemental health, you understand:

- (a) You have the right to withdraw consent at any time without affecting your right to future care, services, or program benefits to which you would otherwise be entitled.
- (b) You understand that there are risk and consequences associate with telemental health, including but not limited to, disruption of transmission by technology failures, interruption and or breaches of confidentiality by unauthorized persons, and/or limited ability to respond to emergencies.
- (c) You understand that there will be no recording of any of the online sessions by either party. All information disclosed within sessions and written records pertaining to those sessions are confidential and may not be disclosed to anyone without written authorization, except where the disclosure is permitted and/or required by law.

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- (d) You understand that the privacy laws that protect the confidentiality of your protected health information (PHI) also apply to telemental health unless an exception to confidentiality applies (i.e. mandatory reporting of child, elder, or vulnerable adult abuse; danger to others).
- (e) You understand that if you are having suicidal or homicidal thoughts, actively experiencing psychotic symptoms or experiencing a mental health crisis that cannot be resolved remotely, it may be determined that telemental health services are not appropriate and a higher level of care is required.
- (f) You understand that during a telemental health services, we could encounter technical difficulties resulting in service interruption. If this occurs, end and restart the session. If you are unable to reconnect within ten minutes, please call me to discuss since we may have to reschedule.
- (g) You understand that my therapist may need to contact my emergency contact and/or appropriate authorities in case of an emergency. This person will only be contacted to go to your location or take you to the hospital in the event of an emergency. If unable to contact your emergency contact, or you did not provide one, and immediate medical attention is needed 911 will be called.

YOUR RIGHTS

1. You have the right to request restrictions on our uses and disclosures of protected health information for treatment, payment and health care operations. However, we are not required to agree to your request. To request a restriction, you must make your request in writing.
2. You have the right to reasonably request to receive confidential communications of protected health information by alternative means or at alternative locations. To make such a request, you must submit your request in writing.
3. You have the right to inspect and copy the protected health information contained in your medical and billing records and in any other records used by us to make decisions about you, except:
 - (a) for psychotherapy notes, which are notes that have been recorded by a mental health professional documenting or analyzing the contents of conversations during a private counseling session or a group, joint or family counseling session and that have been separated from the rest of your medical record;
 - (b) for information compiled in reasonable anticipation of, or for use in, a civil, criminal, or administrative action or proceeding;

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- (c) for protected health information involving laboratory tests when your access is restricted by law;
- (d) for protected health information contained in records kept by a Federal agency or contractor when your access is restricted by law; and
- (e) for protected health information obtained from someone other than us under a promise of confidentiality when the access requested would be reasonably likely to reveal the source of the information.

In order to inspect and copy your health information, you must submit your request in writing. If you request a copy of your health information, we may charge you a fee for the costs of copying and mailing your records, as well as other costs associated with your request.

We may also deny a request for access to protected health information if:

- (i) a licensed health care professional has determined, in the exercise of professional judgment, that the access requested is reasonably likely to endanger your life or physical safety or that of another person;
- (ii) the protected health information makes reference to another person (unless such other person is a health care provider) and a licensed health care professional has determined, in the exercise of professional judgment, that the access requested is reasonably likely to cause substantial harm to such other person; or
- (iii) the request for access is made by the individual's personal representative and a licensed health care professional has determined, in the exercise of professional judgment, that the provision of access to such personal representative is reasonably likely to cause substantial harm to you or another person.

If we deny a request for access for any of the three reasons described above, then you have the right to have our denial reviewed in accordance with the requirements of applicable law.

4. You have the right to request an amendment to your protected health information, but we may deny your request for amendment, if we determine that the protected health information or record that is the subject of the request:

- (a) was not created by us, unless you provide a reasonable basis to believe that the originator of protected health information is no longer available to act on the requested amendment;
- (b) is not part of your medical or billing records or other records used to make decisions about you;
- (c) is not available for inspection as set forth above; or
- (d) is accurate and complete.

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In any event, any agreed upon amendment will be included as an addition to, and not a replacement of, already existing records. In order to request an amendment to your health information, you must submit your request in writing, along with a description of the reason for your request.

5. You have the right to receive an accounting of disclosures of protected health information made by us to individuals or entities other than to you for the six years prior to your request, except for disclosures:

- (a) to carry out treatment, payment and health care operations as provided above;
- (b) incident to a use or disclosure otherwise permitted or required by applicable law;
- (c) pursuant to a written authorization obtained from you;
- (d) to persons involved in your care or for other notification purposes as provided by law;
- (e) for national security or intelligence purposes as provided by law;
- (f) to correctional institutions or law enforcement officials as provided by law;
- (g) as part of a limited data set as provided by law; or
- (h) that occurred prior to April 14, 2003.

To request an accounting of disclosures of your health information, you must submit your request in writing. Your request must state a specific time period for the accounting (e.g., the past three months). The first accounting you request within a twelve (12) month period will be free. For additional accountings, we may charge you for the costs of providing the list. We will notify you of the costs involved, and you may choose to withdraw or modify your request at that time before any costs are incurred.

COMPLAINTS.

If you believe that your privacy rights have been violated, you should immediately contact me. We will not take action against you for filing a complaint. You also may file a complaint with the Secretary of Health and Human Services.

I agree with the above protocols around protecting, disclosing, and accessing my PHI.

In Person

Virtual

Signature

Date