



## NOTICE OF PRIVACY PRACTICES

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

Effective Date: As of September 1, 2013; reflects 9/23/13 HIPAA requirements. Chapel Hill Family Counseling, “the Practice” respects patient/client confidentiality and will only release confidential information about you in accordance with North Carolina and federal law. This notice describes our policies related to the use of the records of your care generated by this Agency.

Privacy Contact. If you have questions about this policy or your rights, contact Leah Crowling, the privacy officer, at 312-399-4467.

### USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION

In order to effectively provide you care, there are times when we will need to share your confidential information with others beyond our Practice. This includes for:

Treatment. We may use or disclose treatment information about you to provide, coordinate, or manage your care or any related services, including sharing information with others outside our Practice that we are consulting with or referring you to with your written consent.

Payment. With your written consent, information may be used to obtain payment for the treatment and services provided. You have a right to restrict certain disclosures of your protected health information if you pay out of pocket in full for the services provided to you.

Healthcare Operations. We may use information about you to coordinate our business activities. This may include setting up your appointments, reviewing your care, and training staff.

**Information Disclosed Without Your Consent.** Under North Carolina and federal law, information about you may be disclosed without your consent in the following circumstances:

Emergencies. Sufficient information may be shared to address the immediate emergency you are facing.

Imminent Risk. If your clinician believes that you are at imminent risk of significantly harming yourself or another person, confidential information will be shared, as necessary, to keep you and others safe from harm. This may include disclosing information to family members, caregivers, designated emergency contacts, emergency personnel, or healthcare personnel.

Follow-Up Appointments/Care. We may be contacting you to remind you of future appointments or information about treatment alternatives or other health-related benefits and services that may be of interest to you. We will leave appointment information on your voice mail or leave an email unless you tell us not to.

As Required by Law. This would include situations where we have a subpoena, court order, or are mandated to provide public health information, such as certain communicable diseases; or suspected abuse and neglect, such as child abuse, elder abuse, or institutional abuse.

Coroners. We are required to disclose information about the circumstances of a client's death to a coroner who is investigating it.

Governmental Requirements. We are required to share information, if requested with the U.S. Department of Health and Human Services to determine our compliance with HIPAA.

Criminal Activity or Danger to Others. If a crime is committed on our premises or against our personnel we may share information with law enforcement to apprehend the criminal. We also have the right to involve law enforcement when we believe an immediate danger may occur to someone. Additionally, if we are concerned that you may harm someone, under Illinois law, we have a right to breach confidentiality to warn that person of potential harm by you.

## **PATIENT RIGHTS**

You have the following rights under Illinois and federal law:

Copy of Record. You are entitled to inspect the record our Practice has generated about you. We will charge you a reasonable fee for copying and mailing your record in accordance with the medical record copying fees permitted under Illinois law.

Release of Records. You may consent in writing to release of your records to others, for any purpose you choose. This could include your attorney, employer, or others who you wish to have knowledge of your care. You may revoke this consent at any time, but only to the extent no action has been taken in reliance on your prior authorization. Except as described in this Notice or as required by Illinois or Federal law, we cannot release your protected health information without your written consent. Clinical records, psychotherapy notes, and other disclosures require a separate signed release of information. You have a right to or will receive notification of a breach of any unsecured personal health information. You have a right to restrict disclosure of personal health

information to insurance companies or collection agencies where you have paid for services out-of-pocket and in full.

Restriction on Record. You may ask us not to use or disclose part of the clinical record. This request must be in writing. The Practice is not required to agree to your request if we believe it is in your best interest to permit use and disclosure of the information. The request should be given to the Privacy Contact.

Contacting You. You may request that we send information to another address or by alternative means. We will honor such request as long as it is reasonable and we are assured it is correct. We have a right to verify that the payment information you are providing is correct. We also will provide you information (e.g., report copies, billing statements, appointment information, etc.) by email if you request it. However, email should not be used for in-depth discussion of clinical issues. If you wish us to communicate by email, you are also entitled to a paper copy of this privacy notice.

Amending Record. If you believe that something in your record is incorrect or incomplete, you may request we amend it. To do this contact the Privacy Contact and ask for the Request to Amend Health Information form. In certain cases, we may deny your request. If we deny your request for an amendment you have a right to file a statement you disagree with us. We will then file our response and your statement and our response will be added to your record. If your record is released it will contain your statement of disagreement as part of the record.

Accounting for Disclosures. You may request an accounting of any disclosures we have made related to your confidential information, except for information we used for treatment, payment, or health care operations purposes or that we shared with you or your family, or information that you gave us specific consent to release. It also excludes information we were required to release by law. To receive information regarding disclosure made for a specific time period no longer than six years. To do so please contact the Privacy Contact. We will notify you of the cost involved in preparing this list.

Notification of Breach. You have a right to be notified if there is a breach of your unsecured protected health information. This would include information that could lead to identity theft. You will be notified if there is a breach or a violation of the HIPAA Privacy Rule and there is an assessment that your protected information may be compromised.

Questions and Complaints. If you have any questions, wish for a copy of this Policy or have any complaints you may contact the Privacy Contact in writing at our office for further information. You may complain to the Secretary of U.S. Department of Health and Human Services if you believe our Practice has violated your privacy rights. We will not retaliate against you for filing a complaint.

Changes in Policy. The Practice reserves the right to change its Privacy Policy based on the needs of the Agency and changes in state and federal law.