



Christian Perspective
COUNSELING

Notice of Privacy Practices

This notice describes how your protected health information may be used and disclosed as well as how you can access this information yourself. Please read this notice carefully. If you have questions about Christian Perspective Counseling's (CPC) privacy practices or its handling of your PHI, you are strongly encouraged to discuss them with me either personally or by phone as I will serve as both your therapist and Privacy Officer.

The Purpose of Your Medical Record

CPC maintains a medical record for each client that includes information about their behavioral healthcare needs, the services CPC provides, testing and evaluation results, and other relevant information necessary to provide quality healthcare services. This includes using your medical record for the following purposes: a) to assist communication between CPC and other healthcare professionals for the purpose of coordinating services; b) to document and communicate to others a detailed description of the care you received, and the status of your behavioral health; c) to assist you, your insurer or other third-party payor in paying for healthcare services; d) to meet a variety of legal obligations, some of which require communication between CPC and third parties; and e) to assist in training and other operational functions that help us maintain the highest standards of care.

Controlling Your Medical Record

You have specific privacy rights that protect the confidentiality of your protected health information. You are also entitled to access your medical record, so long as your health and safety are not jeopardized. CPC believes that understanding your privacy rights enables you to be more involved in all phases of your healthcare, including decisions about how to best protect the accuracy and confidentiality of your protected health information. These rights include the following:

- to discuss the contents of your medical record with us;
- to inspect and obtain a paper copy of your medical record;
- to request that restrictions be placed on the disclosure of your protected health information;
- to request communication of your protected health information to alternate locations or by alternate means;
- to request an amendment to your medical record;
- to obtain an accounting of disclosures of your protected health information, except when made for certain purposes;
- to restrict certain future disclosures of protected health information by revoking a prior authorization;
- to appeal any action or decision pertaining to your protected health information; and
- to receive, upon request, a copy of our most current *Notice of Privacy Practices*.

Our Responsibilities and Practices

CPC is required by law, as well as by our own professional ethics to maintain the privacy and security of your protected health information. This notice is intended to give you an accurate understanding of CPC's legal responsibilities and privacy practices, including but not limited to:

- maintaining policies and practices that protect the privacy of your protected health information;
- securing your electronic records from premature destruction and unauthorized disclosure;
- accommodating your reasonable requests to restrict access,
- complying with your reasonable requests to use alternate means of communications or to direct correspondence to specified locations;
- notifying you when CPC is unable to agree to a requested restriction, amendment or appeal pertaining to your medical record; and
- abiding by the privacy practices described in this notice until the law changes or this notice is amended.

Examples of our Privacy Practices

Emergencies

CPC uses and discloses health information in a manner that is most likely to protect or stabilize the individual. Privacy is not a high priority during an emergency situation.

Referrals

CPC releases client information to referring physicians or licensed psychologists without a signed authorization from the client, but only for the purposes of confirming a scheduled appointment or verifying that the client kept the appointment.

Treatment

CPC internally uses and discloses a client's health information for treatment purposes as CPC deems appropriate under professional standards for quality and timeliness of care. Use and disclosure of your health information may occur when CPC orders tests, makes referrals, calls in prescriptions, or involves other healthcare personnel employed by or contracted with CPC. For most other treatment-related uses and disclosures, CPC requires a signed authorization by the client. Please note, however, that some incidental, informal disclosure to outside healthcare professionals may be unavoidable.

Payment

CPC uses and discloses client information in order to obtain payment for services. Sometimes, CPC also provides information to other healthcare providers so that they can receive payment for services provided to you.

Operations

To ensure the highest quality of care and efficient delivery of services to all our clients, CPC may employ a variety of internal processes, programs, reviews, and controls that require other clinical and business personnel/contractors access and use a client's health information.

Business Associates

On a limited basis, CPC uses external parties to assist us with treatment, payment, and operations. CPC requires our business associates to protect the privacy of client information with the same vigilance when handling your medical records.

Routine Communications

CPC must communicate with our clients in an effective, timely manner. The following are general guidelines for CPC's handling of routine communications issues:

- Sometimes CPC must use telephone messages, voice mail, answering machines, or letters.
- When, as a result of attempting to reach you, CPC comes into contact with a spouse, family member or friend, CPC generally only identifies the name of the person making the call, our telephone number, and appointment date/time.
- CPC does communicate certain health information, provided it is in the client's best interest to an authorized third party representative or to the parents of a minor.
- In all other situations, CPC usually requires the client's authorization before releasing health information to family members or friends. It is essential that you tell us if certain individuals or means of communicating are unacceptable to you.

Legal

There are circumstances in which CPC might be required by law, law enforcement, courts, public health agencies, regulators, or in the interest of public or private safety to release some or all of a client's health information, whether or not the client authorizes it.

Authorizations

For most other releases of information, CPC will require a signed authorization by the client before CPC provides a third-party with individually identifiable health information.

Minimum Necessary

Even though CPC can lawfully use and disclose client information under a variety of circumstances, we always limit the use or disclosure of such information to the minimum necessary. However, where matters of care or treatment are concerned, our priority is to disclose all information that is remotely relevant to the client's health.

Changes to our Privacy Practices

CPC reserves the right to change its privacy practices in the future and to make those changes applicable to all client health information, including that compiled before the effective date of the change. When CPC makes a change in our privacy practices, we will attempt to provide you with a revised copy of this document on the next service delivery date or by mail, whichever is more practical.

Complaints About How Your Health Information Is Used and/or Disclosed

You have the right to file a complaint if you believe that CPC's use or disclosure of your protected health information violates the law or does not comply with the CPC Privacy Practices in effect at the time of the event in question. A complaint may be filed with your therapist who also functions as your privacy officer at (501) 450-6350. CPC will accept both written and oral complaints for prompt review. While no client shall be retaliated against for filing a complaint or exercising any privacy right pertaining to his or her health information, you may also choose to file a complaint with the Secretary of the US Department of Health and Human Services.

Effective Date: April 14th, 2003



**Christian Perspective
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Acknowledgment of Receipt of Notice of Privacy Practices

I have received Christian Perspective Counseling's (CPC) *Notice of Privacy Practices* and understand that I have privacy rights including the opportunity to request restrictions on the use and disclosure of my protected health information. I also understand that CPC encourages me to discuss my privacy concerns with my therapist/privacy officer.

Signature of Client

Date

Signature of Spouse

Date