

Alpine Counseling Center

HIPAA

Health Insurance Portability & Accountability Act

Notice of Privacy Practices and Consumer Rights

Effective
April 14, 2003

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. This notice also lists your consumer rights and procedures for grievances.

When you receive mental health services from Alpine Counseling Center, (ACC), we may use your health information for treating you, billing for services, and conducting our normal business known as health care operations. Examples of how we use your information include:

Treatment: We may use and disclose your personal health information to plan, provide, and coordinate your mental health services. For example, we may make your health information available to other providers for review of treatment options or to enable them to schedule visits appropriate to your treatment.

Payment: We may use and disclose your personal health information to obtain payment for mental health services we have provided to you. For example, we may provide copies of notes made during your visit to the appropriate insurance companies to enable them to make payment for services you have received.

Health Care Operations: We may use or disclose your protected health information for our health care operations. For example, we may use or disclose your personal health information to perform risk assessments and other administrative tasks to monitor the quality of care that we provide.

For uses and disclosures of your personal health information not involving treatment, payment or health care operations, we will obtain your written authorization prior to using or disclosing any personal health information (unless required or permitted by law). You have the right to revoke any authorization previously granted. If

you have question about written authorization, please contact the Privacy Officer listed in this brochure.

We may use and disclose your personal health information without obtaining your consent or authorization in the following situations:

- To recommend treatment alternatives.
- To tell you about mental health services and products that may benefit you.
- To remind you of an appointment.
- To share information with third parties who assist us with treatment, payment, and health operations. Our business associates must follow our privacy practices.
- To share information with family or friends involved in your care or payment for you care, provided you have the opportunity to object to the disclosure. If you are unable to agree or object, we may disclose information as necessary based on our professional judgment.
- To protect patients we reasonably believe to be victims of abuse, neglect, or domestic violence. Such disclosures will be made to a government authority, including a social service or protective service agency authorized by law.
- For health oversight activities such as investigations, audits, and inspections as authorized by law.

For lawsuits and similar proceedings when we receive satisfactory assurance

- that appropriate precautions have been taken.
- When requested by law enforcement as required by law or court order.
- For public health purposes, such as reporting communicable disease, work-related illnesses or other diseases and injuries permitted by law, and reporting reactions to drugs.
- For workers' compensation claims or other similar programs if you are injured at work.
- For marketing activities, we will obtain your written authorization prior to sending any information to you, unless we are not required by law to do so.
- When otherwise required by law.

ACC is required by law to:

- Maintain the privacy of your health information.
- Provide this notice that described the ways we may use and share your health information.
- Follow the terms of the notice currently in effect.

You have the right to:

- Request restrictions on how we use and share your health information. We will consider all requests for restrictions carefully, but are not required to agree to any restriction.

- Request that we use a specific telephone number or address to communicate with you.
- Inspect and copy your health information, including mental health and billing records. Fees may apply. Under limited circumstances, we may deny you access to a portion of your health information and you may request a review of the denial.
- Request corrections or additions to your health information.
- Request an accounting of certain disclosures of your health information made by us. The accounting does not include disclosures made for treatment, payment and health care operations, and some disclosures required by law. Your request must state the period of time desired for the accounting, which must be within the six years prior to your request and exclude dates prior to April 14, 2003. The first accounting is free, but a fee will apply if more than one request is made in a 12 month period.
- Know the reason for involuntary termination and criteria for re-admission to the program.
- Be free from potential harm or acts of violence to yourself or others.
- Know your responsibilities, including household tasks, privileges, and rules of conduct.
- Know service fees and other costs.
- Know grievance and complaint procedures.

- Be free from discrimination.
- Be treated with dignity.
- Communicate by telephone or in writing with family, attorney, physician, clergyman, and counselor or case manager except when contraindicated by the licensed clinical professional.
- Obtain a list of people whose visitation rights have been restricted through the courts.
- Send and receive mail providing that security, and general health and safety requirements are met.
- Obtain a copy of the defined smoking policy in accordance with the Utah Clean Air Act.
- Know the maximum sanctions and consequences, reviewed and approved by the Office of Licensing.

To contact our Privacy and Quality Assurance Officer, please address all requests to:

Privacy Officer
Alpine Counseling Center
475 West 50 North
American Fork, UT. 84003

Last Updated: 20 Oct. 2012