

Notice of Privacy Practices

Pennock Center for Counseling takes confidentiality seriously and makes every effort to protect your health information. We maintain electronic records of information you provide and services provided to you at the center. We are required by law to maintain privacy of your Protected Health Information or PHI.

Please review the information below regarding the center's safeguards and policies related to health information. This Notice is effective May 29, 2018. We reserve the right to change this Notice and our practices at any time. The amended Notice will be posted on our website.

Generally, your PHI will be disclosed only if you sign a written release or authorization.

Under some circumstances your information may be used or disclosed without your authorization. These circumstances include;

- To provide you with treatment and health care services, including sharing your PHI with mental health professionals, technicians, or others who are involved in providing you care
- Giving your information to others for billing purposes and to collect payment for services (health insurance companies, health plans, billing personnel, collection services)
- For management and administrative activities of the center, such as; monitoring our service quality, staff training, and evaluation of programs
- If a crime occurs on the premises this will be reported to law enforcement
- To a court pursuant to a court order
- For contacting the client regarding appointment reminders or a change in appointment time
- Giving your information to contracted Business Associates doing work for the center, such as; billing services
- In life threatening emergencies to avoid serious harm or death
- Information can be disclosed when required by state or federal law

Other exceptions to confidentiality in Colorado include;

- Reports related to child abuse or neglect
- To help prevent serious harm to yourself or others
- Reports related to elder abuse or neglect
- When there is a legal duty to warn or take action regarding imminent danger to others
- Other reasons required by state law

PENNOCK
Center for Counseling

Your rights as a client:

To obtain a paper copy of this Notice upon request at any time.

To inspect and obtain a copy of your record. You must request this in writing. You can access the needed request form from your therapist or another staff member.

To amend your record. Your request for this must be in writing and explain why the information should be amended. We are not required to amend the record if it is determined to be accurate and complete. You can ask your therapist or another staff member for the request form.

To ask us to restrict how we use or disclose your information for treatment, payment, or health operations. All requests must be made in writing and state the specific restriction requested. We will attempt to honor your request, but we are not required to agree to a restriction.

To request an accounting of disclosures we have made regarding your PHI, however, this does not include disclosures for the purpose of treatment, payment or health care operations.

To request that you receive communications of PHI by alternative means or alternative locations. For example, you can request that bills or other materials be sent to an alternate location. You can ask your therapist or another staff member for the request form.

Complaints:

If you believe your privacy rights may have been violated, you may file a complaint in writing using the information listed at the end of this Notice. You also have the right to complain to the United States Secretary of Health and Human Services, Office of Civil Rights.

Security Officer:

Karyn Gibson
211 S. 21st Avenue
Brighton, CO 80601
karyn@pennockcounseling.org

Revised: 5/29/18