

# Notice of Privacy Practices

**Effective November 1, 2021:** This notice outlines the policies of Four Points Counseling Center (Four Points) related to the use and disclosure of protected health information (PHI) and how to access this information. **Protected health information refers to information about you, including demographic information, that may identify you** or be used to identify you, and that relates to your past, present or future physical or mental health or condition, the provision of health care services, or the past, present or future payment for the provision of health care services. Please review it carefully.

This notice may be changed at any time; the current version will be the version in effect for all health information collected and maintained by Four Points. You may obtain a copy by emailing [info@fourpointscs.com](mailto:info@fourpointscs.com) or calling 970-682-1337. Information is released only in accordance with state and federal laws.

Four Points is permitted to disclose PHI for the health care functions of providing treatment, collecting payment for services, and conducting health care operations, which is necessary to provide quality care and allowed by state and federal law. **Four Points may use and disclose PHI for the following reasons:**

- ❖ **Provide, manage and coordinate care** with entities involved in your care; communicate with referral sources.
- ❖ **Collect fees;** verify insurance benefits and coverage and process claims.
- ❖ **Schedule appointments and manage routine business** and administrative functions regarding your care; conduct internal audits to improve your care; attend to compliance, audit, investigation and licensing requirements.
- ❖ **Other Uses & Disclosures Without Your Consent:** Mandated reporting, emergencies and criminal activities; coroners, medical examiners and related professionals; research (rare and requires a rigorous approval process); any and all other uses and disclosures as required by law

## **Your Rights: You Have the Right to**

**Confidential Communication:** You have the right to request where you are contacted and for communication to occur in a specific, limited, confidential manner. See “electronic communication” in the Professional Disclosure and Consent to Treatment for one way to state preferences. Four Points accommodates all reasonable requests.

**Obtain and Release Records:** You may submit a written request for an electronic or paper copy of your record or to have records sent to a third party. Contact Four Points for information about making this request. We may provide a copy or summary within thirty days of your request in compliance with applicable laws. We may charge a reasonable, cost-based fee. You have the right to revoke releases of information in writing. Revocation is not valid to the extent that Four Points has acted in reliance on previous authorization.

**Request an Amendment:** You may request to correct information about you that you think is incorrect or incomplete. Contact Four Points to learn about making this request. Requests may not result in formal modification to the record. The request for the correction, however, will be added to the health record as an addendum.

**Accounting of Disclosures:** You may obtain a list of disclosures of PHI for six years prior to the date of your request including the recipient and reason for disclosure. We will include all disclosures except those about treatment, payment, and health care operations, and certain other disclosures, such as those requested by you with a signed release or those made to law enforcement. Four Points will provide one accounting per year without charge. Four Points will charge a reasonable, cost-based fee for other requests within the same twelve month period.

**Request Restrictions on PHI Uses and Disclosures:** You may request that we not use or share certain health information for treatment, payment, or operations. Four Points is not required to agree to the request, and may decline if it would affect your care or the legal requirements of Four Points.

**File a Complaint:** If you feel your rights have been violated and wish to file a complaint, you may contact us directly at [info@fourpointscs.com](mailto:info@fourpointscs.com) or 970-682-1337. You may also contact the US Department of Health and Human Services. Please know we will not retaliate against you in any way for filing a complaint.

By signing, you attest that you have read and understand your rights and responsibilities under federal law regarding your protected health information. If you have questions about Four Points’ privacy practices, please contact Compliance Officer Lauren Stanley at 970-682-1337 or [lauren@fourpointscs.com](mailto:lauren@fourpointscs.com).

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Client/Representative Signature