

Notice of Privacy Practices

Effective: November 1, 2021

Revised: June 24, 2024

This notice outlines policies of Four Points Counseling Center (Four Points) for the use, disclosure and access of protected health information (PHI). **PHI refers to information about you that may identify you or be used to identify you**, including demographic information, that relates to past, present or future physical or mental health, the provision of health care services, or past, present or future payment for services.

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. Email info@fourpointsc.com for a copy.

PHI may be used and disclosed for the following reasons allowed by state and federal law:

- Treatment: Provide, manage and coordinate your care and communicate with your referral source.
- Payment: Collect fees, verify insurance benefits and health coverage and process claims.
- Operations: Manage business functions to provide/improve your care and comply with regulatory requirements.

Other uses & disclosures without your consent:

Mandatory reporting, emergencies, criminal activity; medical examiner/related inquiry; research (rare, requires rigorous process); any/all other uses/disclosures required by law.

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.

To obtain & release records: Submit requests to info@fourpointsc.com for an electronic or paper copy of your record or to have records sent to a third party. Four Points complies with all applicable laws for records requests and may charge a reasonable, cost-based fee. You have the right to revoke a release of information in writing. Revocation is not valid to the extent Four Points has acted in reliance on previous authorization.

To request amendment: Email info@fourpointsc.com to request a correction to information you think is incorrect or incomplete. Requests may not result in record modification, but will be added to the record as an addendum.

To an accounting of disclosures: You may obtain a list of PHI disclosures for six years prior to the request including the recipient and disclosure reason, up to one accounting per year without charge. All disclosures are included except those about treatment, payment, and health care operations, and certain others, such as those requested by you with a signed release or disclosures to law enforcement.

To request restriction: You may request that certain health information for treatment, payment, or operations is not used. Four Points is not required to agree to a request, and may decline if it would affect care or legal requirements.

Electronic Communication

No mobile or email information will be shared with third parties or affiliates for marketing/promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. Four Points does not send marketing/promotional messages to clients, prospective clients or their associated contacts (i.e. parents/guardians and other individuals who may provide contact information).

File a Complaint

If you feel your rights have been violated and wish to file a complaint, we hope to work with you directly. You may contact us at info@fourpointsc.com or 970-682-1337. You may also contact the US Dept of Health & Human Services. Four Points will not retaliate against you in any way for filing a complaint.

Acknowledgement

Signing this Notice indicates your attestation that you have read and understand your rights and responsibilities under federal law regarding your protected health information (PHI). For questions about Four Points' privacy practices, contact Compliance Officer Lauren Stanley at 970-682-1337 or compliance@fourpointsc.com.

Client/representative signature _____