



## **NOTICE OF PRIVACY PRACTICES**

This notice describes how protected medical information about you may be used and disclosed and how you can gain access to this information. Please read it carefully.

If you have any concerns or questions about this notice, please contact the Privacy Officer and Therapeutic Director of Harbor Shelter & Counseling Center, Rodney L. Stivland, LICSW at 651-480-8377.

Our pledge to you:

Harbor Shelter & Counseling Center must collect information about you in order to provide you the services you need. The information we collect about your mental and physical health issues is considered “private”, and is protected by state and federal laws. We refer to this information as “Protected Health Information” or “PHI”. We not only follow all state and federal laws protecting your PHI, we also attempt to limit and protect any disclosure of information about you to the minimum necessary to do our jobs. Information will be released by phone, fax, as a letter or by e-mail.

Harbor Shelter & Counseling Center creates a record of your care in order to supply you with quality care and to document our services for legal and billing purposes. This notice informs you of the way that we may use this information – to whom and how we may disclose it, and also what rights you have about your PHI and what obligations we have regarding our use and disclosures of your PHI.

1. Harbor Shelter & Counseling Center is permitted to make uses and disclosures of protected health information for treatment, payment and health care operations, as described in the following examples:
  - For treatment – a Program Director may need to consult the Therapeutic Director, consulting psychiatrist, or nurse.
  - For payment – our billing department needs to provide information to your county or your health insurance company so we can receive payment for our services.
  - For program operations – we may use information in your record to review the quality of our care and evaluate the performance of our staff.



2. Harbor Shelter & Counseling Center is permitted or required, under specific circumstances, to use or disclose protected health information without your written authorization. For example, we are obligated by law to report suspected abuse of a child or a vulnerable adult. We are required to supply information about the care clients receive at Harbor Shelter & Counseling Center to agencies that regulate and license our agency.
3. Other uses and disclosures will be made only with your written authorization; and you may revoke such authorization.
4. You have the following rights regarding protected health information:
  - The right to request restrictions on certain uses and disclosures of protected health information. Harbor Shelter & Counseling Center is not required to agree to a requested restriction, however.
  - The right to receive confidential communications of protected health information, for example, to receive phone calls and written communication at specified addresses and phone numbers.
  - The right to inspect and copy protected health information, as provided in the Privacy Regulation.
  - The right to amend protected health information, as provided in the Privacy Regulation
  - The right to receive an accounting of disclosures of protected health information.
5. Harbor Shelter & Counseling Center is required by law to maintain the privacy of protected health information and to provide individuals with notice of its legal duties and Privacy practices with respect to protected health information.
6. Harbor Shelter & Counseling Center is required to abide by the terms of the Notice currently in effect.
7. Harbor Shelter & Counseling Center reserves the right to change the terms of this Notice. The new Notice provisions will be effective for all protected health information that it maintains.



8. Harbor Shelter & Counseling Center will provide current clients with a revised Notice by mail or in person.
9. Individuals may file a complaint to Harbor Shelter & Counseling Center and to the Secretary of the Department of Health and Human Services, without fear of retaliation by the organization, if they believe their privacy rights have been violated. Complaints may be made in person to any Harbor Shelter & Counseling Center support or professional staff member who will forward the complaint to the appointed Privacy Officer. You may file a complaint directly with the Privacy Officer either in person, by telephone, or in writing. Please remember to include details of the exact nature of your complaint, the names of any staff persons involved, your name and a daytime phone number where you may be reached.
10. Harbor Shelter & Counseling Center's contact person for matters relating to complaints is: Rodney L. Stivland, LICSW 651-480-8377.