

Break Confidentiality

While your confidentiality is extremely important to us, we are Mandated Reporters and will be required by law to break confidentiality in the following situations:

- If you are in imminent danger to yourself or others, we will take the action necessary to protect all parties involved. This may include notifying appropriate persons or agencies such as family members, friends, intended victims and/or police.
- If we see evidence of child abuse or neglect or strongly suspect that such abuse or neglect is taking place, we are mandated by law to make a report to the DFCS in the county of residence of the child
- If there are children in the home and we see evidence or strongly suspect domestic or family violence, we are mandated by law to make a report to local law enforcement.
- If we see evidence of elder abuse or neglect or strongly suspect that such abuse or neglect is taking place, we are mandated by law to make a report to the Department of Family and Children Services in the county of residence of the elder.
- If subpoenaed to provide information in a court of law, we can be ordered by a judge to disclose that information.

If you have questions regarding this notice of our policies and procedures, please contact our Executive Officer.

Elizabeth Reaves, LPC
Phoenix Resource Center, Inc.
85 Tyus Carrollton Road
Carrollton, GA 30117
Office: 770-834-0021
Fax: 678-648-5594
EReaves@phoenixrc.org

If you believe your privacy rights have been violated, you may file a complaint with Elizabeth Reaves or with the Office of Civil Rights, US Department of Health and Human Services (OCR). There will be no retaliation for filing a complaint with either our agency or OCR. The information for OCR is as follows:

Office for Civil Rights
US Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
www.hhs.gov/hipaa

You can find our grievance policy through the client handbook located on our website
www.PhoenixResourceCenter.org



Notice of Privacy Practices

This notice describes how medical information may be used and disclosed and how you can get access to this information. Please review it carefully.

Our Commitment to your Privacy

Phoenix Resource Center, Inc. is dedicated to maintaining the privacy of your Protected Health Information (PHI). We are committed to treating and using PHI about you responsibly. This handout describes the PHI we collect, how and when we use or disclose it, and your rights as they relate to your PHI.

Notice of Privacy Practices

Understanding Your PHI

As a client of Phoenix RC, health information is gathered about the referred person and a health care record is created. Typically, the record or "chart" contains information on the child's history and background, needs and strengths, diagnoses, medical information, immunization records, academic records, daily behavior notes, progress notes, etc. This information in the chart is the Protected Health Information (PHI). We use the PHI to provide treatment, arrange for payment, and for certain health care operations. For example, the information serves as a:

- Basis for planning you or your child's care (if applicable)
- Means of communicating among members of the treatment team
- Legal document describing the care you or your child received
- Tool by which we assess and continually work to improve the care we give you and your family.

Understanding what is in your records and how PHI is used helps you to ensure its accuracy; better understand, who, what, when, where, and why others may access the PHI; and make more informed decisions when authorizing disclosure to others.

PHI for Payment Purposes & Health Care

Examples of PHI for payment include:

- The information required for reimbursement: your or your child's name, social security number, county, and dates of service.
- State licensing may review a sample of a client record to assure compliance with state and local law. Other examples of internal quality control purposes, through contracts with business associates who, in order to perform their job must receive your PHI.

Your Health Information Rights

- Although the health records are the physical property of Phoenix RC, the information belongs to you. You have the right to:
 - Ask us to communicate with you about you or your child's care in a particular way or at a certain place. For example, you can request we call you only after 4pm.
 - Ask us to limit what we tell others involved in your or your child's care; such as other family members and friends.
 - Look at the PHI we have about you, as long as it does not break confidentiality of others such as a mandated reporter.
 - Make changes (called amending) to you or your child's PHI if you believe the information is incorrect or incomplete. You can do this by contacting our office.
 - File a complaint if you believe your privacy rights have been violated. You can file a complaint with our office and/or with the Office of Civil Rights.

Use of PHI for Treatment Purposes

Examples of PHI used for treatment include:

- Case plan, IFSP, therapy notes, assessments, progress notes, medication information, diagnoses, health records, evaluations, psychosocial history, etc. This information may include any information needed for treatment team, staff, case managers, medical doctors, psychologists, psychiatrists, etc. to provide for and coordinate services.

Our Responsibilities

We are required to:

- ✓ Maintain the privacy of you or your child's PHI
- ✓ Provide you with this notice as to our legal duties and privacy practices
- ✓ Abide by the terms of this notice
- ✓ Notify you if we are unable to agree to a requested restriction
- ✓ Accommodate reasonable requests you may have to communicate your or your child's PHI



We reserve the right to change our practices and make new provisions effective for all PHI we maintain. We will keep a posted copy of the most current notice in our office and on our website. We will not use or disclose your or your child's PHI in a manner other than described without your written authorization, which you may revoke, except in the case of information already shared.