



ADVOCATE PSYCHOTHERAPY SERVICES

SERVING ALL OF CENTRAL WISCONSIN — TO HELP YOU FIND WHAT'S MISSING

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NOTICE OF PRIVACY PRACTICES *Effective Date: August 6, 2018*

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED TO OTHERS AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. When we refer to “you” or “your” in this Notice we refer to the person or persons receiving the services provided by Advocate Psychotherapy Services LLC (afterwards, hereby known as ‘APS’). When we refer to disclosures of information to “you”, we mean disclosures to adults or children, the parent of the children, guardian or other person legally authorized to receive information about the person or persons receiving services from APS. This Notice applies to all protected health information (PHI) maintained by APS for services provided at any office of APS or services provided at non-office locations by any employee of APS in the course of their employment. If you have any questions after reading this Notice, please contact the APS Privacy Officer. Each time you receive services from APS a record of the services provided is created. Typically this record could contain information about the type of service you have received, the dates of service, and the results of the service provided. At times, this will include the reason you have come to APS for service and the agreed upon goals of the service provided. This Notice applies to all of the records containing PHI created as a result of services provided by APS. It is our pledge to protect your health information and we will abide by this Notice. We are required by law to maintain the privacy of your PHI and to provide you with this description.

HOW WE MAY USE AND SHARE YOUR HEALTH INFORMATION WITH OTHERS

For Treatment: Your PHI may be used and disclosed by those who are involved in your care for the purpose of providing, coordinating, or managing your health care treatment and related services. This includes consultation with clinical supervisors or other treatment team members. For example, a therapist may use PHI about you or your child from an agency record to determine which treatment option, such as family or individual therapy, best addresses your needs. Your therapist may discuss information found in your record with our consultant, a colleague or his or her supervisor to assist in treatment planning for you or your child.

For Payment: We may use and disclose PHI to send bills and collect payment from you, your insurance company, or other payors, such as governmental agencies, for the treatment or other related services you receive from APS, so that APS can receive payment for the treatment services provided to you. Examples of payment related activities are: making a determination of eligibility or coverage for insurance benefits, processing and sending claims to your insurance company, reviewing services provided to you to determine medical necessity, or undertaking utilization review activities.

For Health Care Operations: We may disclose PHI about you for business operations of APS. These uses and disclosures are necessary for APS to provide quality care and cost-effective services. The operations where we may need to disclose PHI includes, but is not limited to, quality assessment activities, employee review activities, and licensing activities. For example, we may share your PHI with third parties that perform various business activities (such as billing or typing services). We will require these third parties to have a contract with us that requires them to safeguard the privacy of your PHI. Quality assessment activities may include evaluating the performance of your therapist or examining the effectiveness of treatment provided to you when compared to patients in similar situations.

Future Communications and Appointments: We may use your name, address, telephone number(s), or email address to contact you to provide newsletters, information about programs or other services we offer. We may also use your PHI for the purpose of sending you appointment reminders through the mail, electronic mail, or by telephone. Messages left for you will not contain specific PHI, and will be as generic as possible about the reason for the message.

Required or Permitted by Law: APS is required by law to disclose your PHI in certain circumstances:

- For public health oversight activities or to facilitate the functions of federal or state governmental agencies
- To report suspected elder or child abuse to law enforcement agencies responsible to investigate or prosecute abuse

- In response to a valid court order
- To the Department of Health and Family Services, a protection or advocacy agency, or law enforcement authorities investigating abuse, neglect, physical injury, death or violent crimes
- To your court-appointed guardian or an agent appointed by you under a health care power of attorney
- Prison officials if you are in custody or worker's compensation officials if your condition is work-related
- If necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public

When sharing PHI with others outside of APS we share only what is reasonably necessary unless we are sharing PHI to help treat you, in response to your written permission, or as the law requires.

YOUR HEALTH INFORMATION RIGHTS

You have the following rights regarding your PHI we maintain. To exercise any of the rights discussed in the remainder of this section, please contact the Privacy Officer for APS, Steven L Johnson at 800-681-2374.

Right to Request Restrictions: You have the right to request certain restrictions of use and disclosure of your PHI by APS for treatment, payment or health care operations. You also have the right to request a restriction on our disclosure of your PHI to someone who is involved in your care or the payment for your care. Yet, APS is not required to agree to restrict the use or disclosure of your PHI. A request for restriction must be made in writing using the available APS form.

Right to Inspect and Copy: With a few exceptions you have the right to inspect and receive a copy of your PHI. Should you wish to review or copy your PHI you should make a request using the form available from the Privacy Officer. We will arrange for your therapist or another health professional in our clinic to review the PHI with you in our office or to copy the information requested. We may charge you a reasonable fee if you want a copy of your PHI.

Right to Amend or Correct Your Record: If you feel the PHI we have about you is incorrect or incomplete, you may ask us to amend the information for as long as the information is maintained by APS. Requests for amendment or correction should be made by submitting a form requesting amendment or correction available from the Privacy Officer. We will respond to your request within 60 days after you submission. We are not required to agree to the amendment.

Right to an Accounting of Disclosures: You have a right to request an accounting for disclosures. This is a list of those people with whom APS may have shared your PHI, with the exception of information shared for purposes of treatment, payment or health care operations or when you have provided us with an authorization to do so. We may charge you a reasonable fee for your request if there are copying or mailing costs associated with your request. The request cannot include any disclosures made between April 14, 2003 and June 30, 2012. Requests for an accounting of disclosures should be made by submitting a form requesting an accounting of disclosures to the Privacy Officer. This form is available from the Privacy Officer. We will respond to your request within 60 days after you submit the request.

Right to Request Confidential Communications: You have the right to ask that we communicate your PHI to you in a certain way or a certain location. For example, you can request that we contact you only at work or by mail.

Right to Revoke Authorization: Uses and disclosures of PHI not covered by this Notice or the laws that apply to APS will be made only with your authorization. If you authorize APS to use or disclose your PHI, you may revoke that authorization in writing; yet, we are unable to undo any disclosures we have previously made with your authorization.

Right to Complain: If you believe your privacy rights have been violated, you may file a complaint with the Secretary of the Department of Health and Human Services. To file a complaint with APS, contact the Privacy Officer. All complaints must be made in writing. The Privacy Officer will assist you in filing your complaint, and please be assured that filing a complaint will not affect your care. We reserve the right to revise or change this Notice. Each time you sign the Informed Consent for treatment at a site covered by this Notice we will provide a copy of this Notice in effect at that time.

HOW TO CONTACT US: (1) APS Privacy Officer: Steven L Johnson at (800) 681-2374, or (2) The Secretary of the Department of Health and Human Services in Madison, Wisconsin, at (877) 696-6775 and dhs.wisconsin.gov