

### Changes to this Notice

We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future.

We Will Post a Copy of the Current Notice in the Agency. The notice will contain the effective date. In addition, each time you register for healthcare services as an outpatient, we will have available a copy of the current notice in effect.

### COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with Counseling Associates, LLC or with the Secretary of the Department of Health and Human Services at 612-296-3971. To file a complaint with Counseling Associates, LLC, contact Mario Einsman, Services Director, at 507-313-4225. All complaints must be submitted in writing.

*You will NOT be penalized for filing a complaint.*

### Other Uses of Medical Information

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will not longer use or disclose medical information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.



**Client**

**Privacy**

**Rights**

### **Your Rights Regarding Medical Information About You**

You have the following rights regarding medical information we maintain about you:

**Right to Inspect and Copy** You have the right to inspect and copy medical information that may be used to make decisions about your care. In general, this consists of medical and billing records.

To inspect and copy medical information that may be used to make decisions regarding your care, you must submit your request in writing to the Counseling Associates, LLC professional who is treating you. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other supplies associated with your request.

We may deny your request to inspect and copy your records in certain very limited circumstances. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by the clinic will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

**Right to Amend** If you feel that medical information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for Counseling Associates, LLC.

To request an amendment, your request must be in writing and submitted to the Counseling Associates, LLC professional who is treating

you. In addition, you must provide a reason that supports your request.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the medical information kept by or for Counseling Associates, LLC;
- Is not part of the information which you would be permitted to inspect and copy; or
- Is accurate and complete.

**Right to an Accounting of Disclosures** You have the right to request an "accounting of disclosures". This is a list of other agencies that have requested information from your medical history at Counseling Associates, LLC.

To request this list or accounting of disclosures, you must submit your request in writing to the Counseling Associates, LLC professional who is treating you. Your request must state a time period (some time periods may not be available). Your request should indicate in what form you want the list (ex. Paper or electronically). The first list you request within a 12-month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

**Right to Request Restrictions** You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment, or health care operations (TPO). You also have the right to request a limit on the information we disclose about you to someone who is involved in your care or the payment for your care.

To request restrictions, you must make your request in writing to the Counseling Associates, LLC professional who is treating you. In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure, or both; and (3) to whom you wish the limits to apply.

We are **NOT Required to Agree to Your Request**. If we do agree, we will comply with your request unless the information is needed to provide you with emergency treatment.

**Right to Request Confidential Communication** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail.

To request confidential communications, you must make your request in writing to the Counseling Associates, LLC professional who is treating you. We will not ask you the reason for your request. Your requests must specify where you wish to be contacted.

**Right to a Paper Copy of this Notice** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice.