

**Lori Eisbrenner, MA LMHC**  
**Notice of Privacy Rights**

**Ankeny Office**

**2525 N. Ankeny Blvd. Suite 113**

**Ankeny, IA 50023**

**515-289-9136 (P)**

**515-289-9139 (F)**

**Newton Office**

**501 W. 3rd St. N., STE A5**

**Newton, IA 50208**

**641-791-9425 (P)**

**515-289-9139 (F)**

**Altoona Office**

**106 2<sup>nd</sup> Street SE**

**Altoona, IA 50009**

**515-967-1997 (P)**

**515-289-9139 (F)**

THIS NOTICE DESCRIBES HOW MEDICAL, INCLUDING MENTAL HEALTH & SUBSTANCE ABUSE] INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. During the process of providing services to you, Center for Interpersonal Effectiveness will obtain, record, and use medical information about you that is protected health information. Ordinarily that information is confidential and will not be used or disclosed, except as described below.

**1. USES AND DISCLOSURES OF PROTECTED INFORMATION**

A. General Uses and Disclosures Not Requiring the Client's Consent. Lori Eisbrenner, MA LMHC will use and disclose protected health information in the following ways

1. *Evaluation and Treatment.* Assessment and treatment refers to the assessment, provision, coordination, or management of health care and related services by one or more health care providers. For example, Center staff involved with your care may use your information to plan your course of treatment and consult with other staff to ensure the most appropriate methods are being used to assist you.
2. *Payment.* Payment refers to the activities undertaken by a health care to obtain or provide reimbursement for the provision of health care. For example, Lori Eisbrenner, MA LMHC will use your information to develop accounts receivable information, bill you, and with your consent, provide information to your insurance company for services provided. The information provided to insurers and other third party payors may include information that identifies you, as well as your diagnosis, type of service, date of service, provider name/identifier, and other information about your condition and treatment.
3. *Health Care Operations.* Health Care Operations refers to activities undertaken by Lori Eisbrenner, MA LMHC that are regular functions of management and administrative activities. For example, Lori Eisbrenner, MA LMHC may use your health information in monitoring of service quality, staff training and evaluation, medical reviews, legal services, auditing functions, compliance programs, business planning, and accreditation, certification, licensing and credentialing activities.
4. *Contacting the Client.* Lori Eisbrenner, MA LMHC may contact you to remind you of appointments and to tell you about treatments or other services that might be of benefit to you.
5. *Required by Law.* Lori Eisbrenner, MA LMHC will disclose protected health information when required by law or necessary for health care oversight. This includes, but is not limited to: (a) reporting child abuse or neglect; (b) when court ordered to release information; (c) when there is a legal duty to warn or take action regarding imminent danger to others; (d) when the client is a danger to self or others or gravely disabled; (e) when required to report certain communicable diseases and certain injuries; and (f) when a Coroner is investigating the client's death.
6. *Health Oversight Activities.* Lori Eisbrenner, MA LMHC will disclose protected health information to health oversight agencies for oversight activities authorized by law and necessary for the oversight of the health care system, government health care benefit programs, and regulatory programs or determining compliance with program standards.
7. *Crimes on the premises or observed by Center personnel.* Crimes that are observed by Center staff, which are directed toward staff, or occur on Lori Eisbrenner, MA LMHC's premises will be reported to law enforcement.
8. *Business Associates.* Some of the functions of Lori Eisbrenner, MA LMHC are provided by contracts with business associates. For example, some administrative, clinical, quality assurance, billing, legal, auditing, and practice management services may be provided by contracting with outside entities to perform those services. In those situations, protected health information will be provided to those contractors as is needed to perform their contracted tasks. Business associates are required to enter into an agreement maintaining the privacy of the protected health information released to them.

9. *Involuntary Clients.* Information regarding clients who are being treated involuntarily, pursuant to law, will be shared with other treatment providers, legal entities, third party payers and others, as necessary to provide the care and management coordination needed.
  10. *Family Members.* Except for certain minors, incompetent clients, or involuntary clients, protected health information cannot be provided to family members without the client's consent. In situations where family members are present during a discussion with the client, and it can be reasonably inferred from the circumstances that the client does not object, information may be disclosed in the course of that discussion. However, if the client objects, protected health information will not be disclosed.
  11. *Emergencies.* In life threatening emergencies Center staff will disclose information necessary to avoid serious harm or death.
- B. Client Release of Information or Authorization. Lori Eisbrenner, MA LMHC may not use or disclose protected health information in any other way without a signed release of information or authorization. When you sign a release of information, or an authorization, it may later be revoked, provided that the revocation is in writing. The revocation will apply, except to the extent Lori Eisbrenner, MA LMHC has already taken action in reliance thereon.

## II. YOUR RIGHTS AS A CLIENT

- A. *Access to Protected Health Information.* You have the right to inspect and obtain a copy of the protected health information Lori Eisbrenner, MA LMHC has regarding you, in the designated record set. There are some limitations to this right, which will be provided to you at the time of your request, if any such limitation applies.
- B. *Amendment of Your Record.* You have the right to request that Lori Eisbrenner, MA LMHC amend your protected health information. Lori Eisbrenner, MA LMHC is not required to amend the record if it is determined that the record is accurate and complete. There are other exceptions, which will be provided to you at the time of your request, if relevant, along with the appeal process available to you.
- C. *Accounting of Disclosures.* You have the right to receive an accounting of certain disclosures Lori Eisbrenner, MA LMHC has made regarding your protected health information. However, that accounting does not include disclosures that were made for the purpose of treatment, payment, or health care operations. In addition, the accounting does not include disclosures made to you, disclosures made pursuant to a signed Authorization, or disclosures made prior to April 14, 2003. There are other exceptions that will be provided to you, should you request an accounting.
- D. *Additional Restrictions.* You have the right to request additional restrictions on the use or disclosure of your health information. Lori Eisbrenner, MA LMHC does not have to agree to that request, and there are certain limits to any restriction, which will be provided to you at the time of your request. To make a request, ask Center staff for the appropriate request form.
- E. *Alternative Means of Receiving Confidential Communications.* You have the right to request that you receive communications of protected health information from Lori Eisbrenner, MA LMHC by alternative means or at alternative locations. For example, if you do not want Lori Eisbrenner, MA LMHC to mail bills or other materials to your home, you can request that this information be sent to another address. There are limitations to the granting of such requests, which will be provided to you at the time of the request process.

F. *Copy of this Notice.* You have a right to obtain another copy of this Notice upon request.

## III. ADDITIONAL INFORMATION

- A. *Privacy Laws.* Lori Eisbrenner, MA LMHC is required by State and Federal law to maintain the privacy of protected health information. In addition, Lori Eisbrenner, MA LMHC is required by law to provide clients with notice of its legal duties and privacy practices with respect to protected health information. That is the purpose of this Notice.
- B. *Terms of the Notice and Changes to the Notice.* Lori Eisbrenner, MA LMHC is required to abide by the terms of this Notice, or any amended Notice that may follow. Lori Eisbrenner, MA LMHC reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all protected health information that it maintains. When the Notice is revised, the revised Notice will be posted in Lori Eisbrenner, MA LMHC's service delivery sites and will be available upon request.
- C. *Complaints Regarding Privacy Rights.* If you believe Lori Eisbrenner, MA LMHC has violated your privacy rights; you have the right to complain to Center management. You also have the right to complain to the United States Secretary of Health and Human Services by sending your complaint to the Office of Civil Rights, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 515F, HHH Bldg., Washington, D.C. 20201. It is the policy of Lori Eisbrenner, MA LMHC that there will be no retaliation for your filing of such complaints.

## IV. CONFIDENTIALITY OF ALCOHOL AND DRUG ABUSE PATIENT RECORDS

- A. The confidentiality of alcohol and drug abuse patient records maintained by this center is protected by Federal law and regulations. Generally, the program may not say to a person outside the program that a patient attends the program, or disclose any information identifying a patient as an alcohol or drug abuser unless:
1. The patient consents in writing;
  2. The disclosure is allowed by a court order; or
  3. The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.
- B. Violation of the Federal Law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.
- C. Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime.
- D. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.
- (See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations).
- V. **EFFECTIVE DATE, THIS NOTICE IS EFFECTIVE JANUARY 1, 2007.**

**Large Print copy of Notice of Privacy Rights available upon request**