



*One to One Counseling & Consulting, PLLC*

**PRIVACY NOTICE**

Protected Health Information (PHI) is any identifiable health information that is transmitted or maintained in any form. Recently, Congress enacted a law, known as HIPAA that provides privacy protections and new patient rights regarding the use and disclosure of Protected Health Information (PHI). The regulations that have been put into place to address a patient's rights to restrict the use and disclosures of protected health information, a patient's right to receive confidential communications, patient's right to inspect and copy the PHI in their medical record, a patient's right to amend the PHI, a patient's right to an accounting of disclosures of PHI for which the patient has not provided consent, i.e. abuse cases and a patient's right to receive a paper copy of a notice of disclosures. HIPAA also requires that your signature is obtained acknowledging that this privacy notice has been provided to clients.

**This Provider May Use and Disclose Information Without Your Authorization**

**For Treatment:** The provider may use or disclose protected health information with health care providers who are involved in your health care.

**For Payment:** The provider may use or disclose protected health information in order to get payment for the health care services you receive. For example, if you have Carolina Access Medicaid, your health information may be shared with your Primary Care Physician in order to obtain authorization for therapy services.

**For Health Care Operation:** The provider may use or disclose protected health information in order to manage its programs and activities.

**Appointments:** The provider may contact you for reminders of appointments or contact you regarding missed or cancelled appointments.

**Public Health Issues:** The provider will report suspected communicable diseases as required by law.

**Required By Law and For Law Enforcement:** The provider will use and disclose protected health information when required or permitted by Federal or State law or by a court order.

**For Abuse Reports and Investigations:** The provider is required by law to report any suspected abuse, neglect, or exploitation. The provider will also report when there is a reasonable cause to believe that a person is being abused or neglected.

**To Avoid Harm to Self or Others:** The provider may disclose protected health information in order to avoid a serious threat to the health and safety of a person or the public or when there is a risk of harm to self.



## One to One Counseling & Consulting, PLLC

**Emergency Disclosures:** The provider may disclose protected health information when medically or psychiatrically necessary or when there is a matter of criminal behavior.

**Minors:** If the client is a minor, provider may disclose protected health information about the minor to a parent, guardian, or other person responsible for the minor except in limited circumstances.

### **Your Privacy Rights**

**Right to Request Restrictions on Uses and Disclosures**

**Right to Request An Alternative Method of Contact**

**Right To See and Get Copies Of Your Records**

**Right To Request To Correct Or Update Your Records**

**Right To Get A List Of Disclosures**

**Right To Receive A Copy Of The Notice Of Privacy Practices And Any Revisions Thereafter**

### **COMPLAINTS OR CONCERNS**

Should a client/guardian have a concern, question, or complaint about services please contact provider's licensure board. The provider's ethics board representative can assist clients/guardians in resolving such grievances. If a client/guardian believes that their privacy rights have been violated, the ethics board supervisor will provide information about how to file a complaint with the board of ethics or the federal government.

Licensed Marriage and Family Therapist (LMFT)  
(919) 654-6914  
[www.ncmft.org](http://www.ncmft.org)

Licensed Professional Counselor (LPC)  
(844) 622-3572 or (336) 217-6007  
[www.ncblpc.org](http://www.ncblpc.org)

Licensed Clinical Social Worker (LCSW)  
(800) 550-7009 or (336) 625-1679  
[www.ncswboard.org](http://www.ncswboard.org)

Licensed Clinical Addictions Specialist (LCAS)  
(919) 832-5975  
[www.ncsappb.org](http://www.ncsappb.org)

Federal Government: 1-866-627-7748



## *One to One Counseling & Consulting, PLLC*

### **CLIENT RIGHTS**

One to One Counseling & Consulting, PLLC makes every effort to inform clients of their rights and respect the rights of every individual, whether the client is a child or adult. With this in mind, the provider will provide and adhere to the following lists of rights:

#### **CLIENTS HAVE THE RIGHT:**

To be treated with respect and have the right to make decisions about their treatment and care that is individualized and specific to their issues and/or problems.

To be free from any form of abuse, neglect, abandonment, or exploitation.

To be informed of treatment that is explained in a clear and understandable manner and includes the following:

- The risks and benefits of services
- Any limitations of services
- Requirements of third party payees
- The cost of treatment
- The right to refuse or withdraw consent for services
- Time frame covered by the informed consent

To have access to their records and be provided with assistance in interpreting these reports.

To refuse or terminate services at any time, however, clients can be treated without consent in the following cases:

- The client is ordered by the courts to receive services
- Parents provide consent for a minor to receive services
- In an emergency situation

To fair and reasonable fees for services and have the client's ability to pay be evaluated on individual basis in instances when there is no third party payee.

#### **Access to After Hour Care**

One to One Counseling & Consulting, PLLC's business hours are 8:00 am – 8:00 pm Monday through Friday and 8:00 am – 12:00 pm Saturday (weekend hours may vary depending on provider). Emergency crisis response is available after hours to all clients. Clients should call 888-557-1675, ext. 3, to speak with a crisis response professional. The crisis response professional will complete a telephonic mental health assessment and direct to appropriate level of care, which may include assistance of mobile crisis, voluntary or involuntary commitment, visit to the emergency room, and/or 911 assistance.