

COMMUNITY COUNSELING CENTER OF ASHLAND, LLC

NOTICE OF PRIVACY PRACTICES

November 8th, 2011

The privacy of your information is very important to us. In addition, we have a legal responsibility under Federal and State laws to keep your information private. Your information includes information we receive about you or that we gather here at the Community Counseling Center of Ashland. We are responsible to give you this notice about our privacy practices and to follow the practices in this notice. This notice tells you how we protect and make use of your personal and mental health information at the Community Counseling Center. Please review it carefully and ask for clarification about anything you do not understand. Copies of this notice are always available to you at no charge.

We have the right to change our privacy practices as long as those changes are permitted or required by law. Such changes may affect how we protect the privacy of both the previous and future information we maintain about you. When such changes are made, we will update this notice and make a copy available to you.

Your personal information will remain confidential except when:

- We are required to report suspected child abuse.
- We are required to report imminent danger of client to self or others.
- We are required to report disclosure by client of intent to commit a crime, which would result in harm to others.
- In the event of an emergency, we need to disclose to a family member, a person responsible for client's care, or client's personal representative. If client is present in such a case, we will give the client an opportunity to object. If client objects, is not present, or is incapable of responding, we will use our professional judgment, in light of the nature of the emergency, and keeping client's best interest in mind, regarding the use or disclosure of information. If disclosure is deemed necessary, it will be limited to information necessary to respond to the emergency.
- We are required to disclose to a person authorized by federal, state, or local laws to have lawful access to client's treatment program.
- Necessary, to receive payment from a third party payer for services provided.
- The Community Counseling Center of Ashland is performing due diligence regarding operations including, but not limited to: evaluating and improving counseling and program effectiveness, supervision and consultation, meeting standards in connection with licensing, credentialing, or certification activities.
- Client completes and signs an Authorization to Use and Disclose Protected Mental Health Information Form for any individual or agency with which they wish their therapist to exchange information. Disclosure authorizations can be revoked in writing at anytime and will pertain to client's personal information from that point on.
- We are defending claims brought by a client against a clinician.

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Clients have these additional rights, with respect to their protected mental health information:

- To have records maintained in locked storage.
- To have any disposable paper correspondence containing client identification or protected health information shredded by The Community Counseling Center of Ashland.
- To make a written request that we amend mental health information we have created regarding them. If we approve the written request, we will amend our records accordingly. We will also notify anyone else who may have received this information, and anyone else of client's choosing. If we deny a requested amendment, client can place a written statement in our records disagreeing with our denial of their request.
- If you believe we have violated any of your privacy rights, or you disagree with a decision we have made about any of your rights in this notice, you may send a written complain to one of our directors:
 - Nando Raynolds, LPC; Sharon Bolles, LPC; Laura Heesacker, LCSW; or Maria Connolly, LPC
 - 600 Siskiyou Boulevard
 - Ashland, OR 97520
- You may also submit a written complaint to the United States Department of Health and Human Services at:
 - Office of Mental Health Services
 - Alcohol and Mental Health Division
 - 500 Summer St. N.E. E86
 - Salem, OR 97301-1118