



SERENITY HOUSE
COUNSELING SERVICES, INC.

HIPAA Notice of Privacy Practices **Effective Date: April 14, 2003**

This notice describes how health information about you may be used and disclosed and how you can get access to this information. Please review this carefully.

Serenity House is dedicated to maintaining the privacy of your individually identifiable health information (also called protected health information, or PHI). In conducting our business, we will create records regarding you and the treatment services we provide to you. We respect patient confidentiality and only release your PHI in accordance with Illinois and Federal law. This notice describes our policies related to the use of the records of your care generated by Serenity House, Counseling Services, Inc.

The following are situations that Serenity House could disclose your PHI:

Treatment: We may use your PHI to provide, coordinate, or manage your care of any related services, including sharing information with others outside Serenity House for purposes relating to your treatment or referrals provided to you.

Payment: We may use and disclose your PHI to bill and collect payment for services provided.

Healthcare Operations: We may use your PHI to coordinate our business activities. This may include scheduling appointments, case management, and evaluate the quality of care provided to you.

Patient's rights under HIPAA

Copy of the Notice of Privacy Practices: You have a right to a paper copy of our Notice of Privacy Practices.

Access to your Record: You have the right to inspect the patient record that Serenity House has generated about you. If you want a copy of your record, we may charge you a reasonable fee for copying and mailing.

Authorization for Disclosure: If you would like Serenity House to disclose your PHI to someone outside the agency, we will need your written consent. You may revoke this consent, but only to the extent that no action has been taken from prior authorization.

Restriction on Record: You may ask us not to use or disclose part of your PHI. This request must be in writing. Serenity House is not required to agree to your request if we believe it is in your best interest to permit use and disclosure of the information. The request should be given to your counselor.

Confidential Communication: You have the right to request that our agency communicate with you about your treatment and treatment related issues in a particular manner i.e. in person, phone, email or fax or at a certain location i.e. at home, rather than at work. Please inform staff in writing your requested method of contact or location where you wish to be contacted.

Amending Record: If you believe that something in your record is incorrect or incomplete, you may request we amend it. To do this, contact administration in writing. In certain cases, we may deny your request. If we deny your request for an amendment you have a right to file a statement that you disagree with us. We will then file our response and your statement and our response will be added to your record.

Accounting for Disclosures: You have the right to request an accounting of any non-routine disclosures related to your PHI information, except for information we used for treatment, payment, or health care operations, or that we shared with you or your family, or information that you gave us consent to release. It also excludes information we were required to release. To receive information regarding disclosure made for a specific time period no longer than six years and after April 14, 2003, please submit your request in writing to your counselor. We will notify you of the cost involved in preparing this list.

Questions and Complaints: If you have any questions or complaints about this policy, you may inform your counselor and he or she will bring the complaint to the Clinical Director. You may also complain to the Secretary of the U.S. Department of Health and Human Services if you believe that Serenity House has violated your privacy rights. We will not retaliate against you for filing a complaint. Serenity House reserves the right to change its Privacy Policy based on the needs of the agency and changes in state and federal law.