

HIPAA NOTICE OF PRIVACY PRACTICES

1. THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

1. IT IS HEART TO HEART’S LEGAL DUTY TO SAFEGUARD YOUR PROTECTED HEALTH INFORMATION (PHI).

By law Heart to Heart Child and Family Center for Counseling, INC (hereafter “HEART TO HEART”) is required to insure that your PHI is kept private. The PHI constitutes information created or noted by me that can be used to identify you. It contains data about your past, present, or future health or condition, the provision of health care services to you, or the payment for such health care. HEART TO HEART is required to provide you with this Notice about HEART TO HEART’s privacy procedures. This Notice must explain when, why, and how HEART TO HEART would use and/or disclose your PHI. Use of PHI means when HEART TO HEART will share, apply, utilize, examine, or analyze information within HEART TO HEART’s practice; PHI is disclosed when HEART TO HEART releases, transfers, gives, or otherwise reveals it to a third party outside HEART TO HEART’s practice. With some exceptions, HEART TO HEART may not use or disclose more of your PHI than is necessary to accomplish the purpose for which the use or disclosure is made; however, HEART TO HEART is always legally required to follow the privacy practices described in this Notice.

Please note that HEART TO HEART reserves the right to change the terms of this Notice and HEART TO HEART’s privacy policies at any time as permitted by law. Any changes will apply to PHI already on file with me. Before HEART TO HEART makes any important changes to HEART TO HEART’s policies, HEART TO HEART will immediately change this Notice and post a new copy of it in HEART TO HEART’s office and on HEART TO HEART’s website. You may also request a copy of this Notice from HEART TO HEART, or you can view a copy of it in HEART TO HEART’s office. If you have a patient portal in HEART TO HEART’s electronic record keeping software (EHR) a copy has likely been sent to you there are well.

1. HOW HEART TO HEART WILL USE AND DISCLOSE YOUR PHI.

HEART TO HEART will use and disclose your PHI for many different reasons. Some of the uses or disclosures will require your prior written authorization; others, however, will not. Below you will find the different categories of HEART TO HEART’s uses and disclosures, with some examples.

A. Uses and Disclosures Related to Treatment, Payment, or Health Care Operations Do Not Require Your Prior Written Consent. HEART TO HEART may use and disclose your PHI without your consent for the following reasons:

1. For treatment. HEART TO HEART can use your PHI within HEART TO HEART’s practice to provide you with mental health treatment, including discussing or sharing your PHI with HEART TO HEART’s trainees and interns. HEART TO HEART may disclose your PHI to physicians, psychiatrists, psychologists, and other licensed health care providers who provide you with health care services or are otherwise involved in your care. Example: If a psychiatrist is treating you, HEART TO HEART may disclose your PHI to her/him in order to coordinate your care. NOTE: Due to other laws in Minnesota, HEART TO HEART’s typical policy is to request a release of information from you even when discussing your PHI for purposes of treatment when the party the information is to be discussed with is not employed by or contracted with HEART TO HEART.
2. For health care operations. HEART TO HEART may disclose your PHI to facilitate the efficient and correct operation of HEART TO HEART’s practice. Examples: Quality control - HEART TO HEART might use your PHI in the evaluation of the quality of health care services that you have received or to evaluate the performance of the health care professionals who provided you with these services. HEART TO HEART may also provide your PHI to HEART TO HEART’s attorneys, accountants, consultants, and others to make sure that HEART TO HEART am in compliance with applicable laws.
3. To obtain payment for treatment. HEART TO HEART may use and disclose your PHI to bill and collect payment for the treatment and services HEART TO HEART provided you. Example: HEART TO HEART might send your PHI to your insurance company or health plan in order to get payment for the health care services that HEART TO HEART have provided to you. HEART TO HEART could also provide your PHI to business associates, such as billing companies, claims processing companies, and others that process health care claims for HEART TO HEART’s office.
4. Other disclosures. Examples: Your consent isn't required if you need emergency treatment provided that HEART TO HEART attempts to get your consent after treatment is rendered. In the event that HEART TO HEART tries to get your consent but you are unable to communicate with us (for example, if you are unconscious or in severe pain) but HEART TO HEART thinks that you would consent to such treatment if you could, HEART TO HEART may disclose your PHI.

B. Certain Other Uses and Disclosures Do Not Require Your Consent. HEART TO HEART may use and/or disclose your PHI without your consent or authorization for the following reasons:

1. When disclosure is required by federal, state, or local law; judicial, board, or administrative proceedings; or, law enforcement. Example: HEART TO HEART may make a disclosure to the appropriate officials when a law requires us to report information to government agencies, law enforcement personnel and/or in an administrative proceeding.
2. If disclosure is compelled by a party to a proceeding before a court or an administrative agency pursuant to its lawful authority.
3. If disclosure is required by a search warrant lawfully issued to a governmental law enforcement agency.
4. If disclosure is compelled by the patient or the patient's representative pursuant to Health and Safety Codes or to corresponding federal statutes of regulations, such as the Privacy Rule that requires this Notice.
5. To avoid harm. HEART TO HEART may provide PHI to law enforcement personnel or persons able to prevent or mitigate a serious threat to the health or safety of a person or the public (i.e., adverse reaction to meds).
6. If disclosure is compelled or permitted by the fact that you are in such mental or emotional condition as to be dangerous to yourself or the person or property of others, and if HEART TO HEART determines that disclosure is necessary to prevent the threatened danger.
7. If disclosure is mandated by the MN Statute 626.556 (Reporting of Maltreatment of Minors) or 626.557 (Reporting of Maltreatment of Vulnerable Adults). For example, if HEART TO HEART has a reasonable suspicion of child abuse or neglect.
8. If disclosure is compelled or permitted by the fact that you tell me of a serious/imminent threat of physical violence by you against a reasonably identifiable victim or victims.
9. For public health activities. Example: In the event of your death, if a disclosure is permitted or compelled, HEART TO HEART may need to give the county coroner information about you.
10. For health oversight activities. Example: HEART TO HEART may be required to provide information to assist the government in the course of an investigation or inspection of a health care organization or provider.
11. For specific government functions. Examples: HEART TO HEART may disclose PHI of military personnel and veterans under certain circumstances. Also, HEART TO HEART may disclose PHI in the interests of national security, such as protecting the President of the United States or assisting with intelligence operations.
12. For research purposes. In certain circumstances, HEART TO HEART may provide PHI in order to conduct medical research.
13. For Workers' Compensation purposes. HEART TO HEART may provide PHI in order to comply with Workers' Compensation laws.
14. Appointment reminders and health related benefits or services. Examples: HEART TO HEART may use PHI to provide appointment reminders. HEART TO HEART may use PHI to give you information about alternative treatment options, or other health care services or benefits HEART TO HEART offer.
15. If an arbitrator or arbitration panel compels disclosure, when arbitration is lawfully requested by either party, pursuant to subpoena duces tectum (e.g., a subpoena for mental health records) or any other provision authorizing disclosure in a proceeding before an arbitrator or arbitration panel.
16. If disclosure is required or permitted to a health oversight agency for oversight activities authorized by law. Example: When compelled by U.S. Secretary of Health and Human Services to investigate or assess HEART TO HEART’s compliance with HIPAA regulations.
17. If disclosure is otherwise specifically required by law.

C. Certain Uses and Disclosures Require You to Have the Opportunity to Object.

1. Disclosures to family, friends, or others. HEART TO HEART may provide your PHI to a family member, friend, or other individual whom you indicate is involved in your care or responsible for the payment for your health care, unless you object in whole or in part. Retroactive consent may be obtained in emergency situations.

D. Other Uses and Disclosures Require Your Prior Written Authorization. In any

other situation not described in Sections IIIA, IIIB, and IIIC above, HEART TO HEART will request your written authorization before using or disclosing any of your PHI. Even if you have signed an authorization to disclose your PHI, you may later revoke that authorization, in writing, to stop any future uses and disclosures (assuming that HEART TO HEART has not taken any action subsequent to the original authorization) of your PHI by us.

IV. WHAT RIGHTS YOU HAVE REGARDING YOUR PHI

These are your rights with respect to your PHI:

1. The Right to See and Get Copies of Your PHI. In general, you have the right to see your PHI that is in HEART TO HEART’s possession, or to get copies of it; however, you must request it in writing. If HEART TO HEART does not have your PHI, but HEART TO HEART knows who does, HEART TO HEART will advise you how you can get it. You will receive a response from us within 30 days of HEART TO HEART’s receiving your written request. Under certain circumstances, HEART TO HEART may feel HEART TO HEART must deny your request, but if HEART TO HEART does, HEART TO HEART will give you, in writing, the reasons for the denial (pursuant to MN Statute 144.292). HEART TO HEART will also explain your right to have HEART TO HEART’s denial reviewed.

If you ask for copies of your PHI, HEART TO HEART will charge you not more than $.25 per page. HEART TO HEART may see fit to provide you with a summary or explanation of the PHI, but only if you agree to it, as well as to the cost, in advance.

1. The Right to Request Limits on Uses and Disclosures of Your PHI. You have the right to ask that HEART TO HEART limit how HEART TO HEART uses and discloses your PHI. While HEART TO HEART will consider your request, HEART TO HEART is not legally bound to agree. If HEART TO HEART does agree to your request, HEART TO HEART will put those limits in writing and abide by them except in emergency situations. You do not have the right to limit the uses and disclosures that HEART TO HEART is legally required or permitted to make.
2. The Right to Choose How HEART TO HEART Sends Your PHI to You. It is your right to ask that your PHI be sent to you at an alternate address (for example, sending information to your work address rather than your home address) or by an alternate method (for example, via email instead of by regular mail). HEART TO HEART is obliged to agree to your request providing that HEART TO HEART can give you the PHI, in the format you requested, without undue inconvenience. HEART TO HEART may not require an explanation from you as to the basis of your request as a condition of providing communications on a confidential basis.
3. The Right to Get a List of the Disclosures HEART TO HEART Have Made. You are entitled to a list of disclosures of your PHI that HEART TO HEART have made. The list will not include uses or disclosures to which you have already consented, i.e., those for treatment, payment, or health care operations, sent directly to you, or to your family; neither will the list include disclosures made for national security purposes, to corrections or law enforcement personnel, or disclosures made before April 15, 2003. After April 15, 2003, disclosure records will be held for six years.

HEART TO HEART will respond to your request for an accounting of disclosures within 60 days of receiving your request. The list HEART TO HEART gives you will include disclosures made in the previous six years unless you indicate a shorter period. The list will include the date of the disclosure, to whom PHI was disclosed (including their address, if known), a description of the information disclosed, and the reason for the disclosure. HEART TO HEART will provide the list to you at no cost, unless you make more than one request in the same year, in which case HEART TO HEART will charge you a reasonable sum based on a set fee for each additional request.

1. The Right to Amend Your PHI. If you believe that there is some error in your PHI or that important information has been omitted, it is your right to request that HEART TO HEART correct the existing information or add the missing information. Your request and the reason for the request must be made in writing. You will receive a response within 60 days of HEART TO HEART’s receipt of your request. HEART TO HEART may deny your request, in writing, if HEART TO HEART finds that: the PHI is (a) correct and complete, (b) forbidden to be disclosed, (c) not part of HEART TO HEART’s records, or (d) written by someone other than HEART TO HEART. HEART TO HEART’s denial must be in writing and must state the reasons for the denial. It must also explain your right to file a written statement objecting to the denial. If you do not file a written objection, you still have the right to ask that your request and HEART TO HEART’s denial be attached to any future disclosures of your PHI. If HEART TO HEART approves your request, HEART TO HEART will make the change(s) to your PHI. Additionally, HEART TO HEART will tell you that the changes have been made, and HEART TO HEART will advise all others who need to know about the change(s) to your PHI.
2. The Right to Get This Notice by Email. You have the right to get this notice by email or via your patient portal, if applicable, on HEART TO HEART’s electronic health record (EHR) software. You have the right to request a paper copy of it, as well.
3. HOW TO COMPLAIN ABOUT HEART TO HEART’S PRIVACY PRACTICES

If, in your opinion, HEART TO HEART may have violated your privacy rights, or if you object to a decision HEART TO HEART made about access to your PHI, you are entitled to file a complaint with the person listed in Section VI below. You may also send a written complaint to the Secretary of the Department of Health and Human Services at 200 Independence Avenue S.W. Washington, D.C. 20201. If you file a complaint about HEART TO HEART’s privacy practices, HEART TO HEART will take no retaliatory action against you.

1. PERSON TO CONTACT FOR INFORMATION ABOUT THIS NOTICE OR TO COMPLAIN ABOUT HEART TO HEART’S PRIVACY PRACTICES

If you have any questions about this notice or any complaints about HEART TO HEART’s privacy practices, or would like to know how to file a complaint with the Secretary of the Department of Health and Human Services, please contact HEART TO HEART’s HIPAA Compliance Officer, Dr. Kathleen Chara, LPCC, at 612-800-8301 or drkathleen@hearttoheartfamilycounseling.com

1. NOTIFICATIONS OF BREACHES

In the case of a breach, HEART TO HEART requires to notify each affected individual whose unsecured PHI has been compromised. Even if such a breach was caused by a business associate, HEART TO HEART is ultimately responsible for providing the notification directly or via the business associate. If the breach involves more than 500 persons, OCR must be notified in accordance with instructions posted on its website. HEART TO HEART bears the ultimate burden of proof to demonstrate that all notifications were given or that the impermissible use or disclosure of PHI did not constitute a breach and must maintain supporting documentation, including documentation pertaining to the risk assessment.

VIII PHI AFTER DEATH

Generally, PHI excludes any health information of a person who has been deceased for more than 50 years after the date of death. HEART TO HEART may disclose deceased individuals' PHI to non-family members, as well as family members, who were involved in the care or payment for healthcare of the decedent prior to death; however, the disclosure must be limited to PHI relevant to such care or payment and cannot be inconsistent with any prior expressed preference of the deceased individual.

1. Individuals' Right to Restrict Disclosures; Right of Access

To implement the 2013 HITECH Act, the Privacy Rule as amended HEART TO HEART is required to restrict the disclosure of PHI about you, the patient, to a health plan, upon request, if the disclosure is for the purpose of carrying out payment or healthcare operations and is not otherwise required by law. The PHI must pertain solely to a healthcare item or service for which you have paid the covered entity in full. (OCR clarifies that the adopted provisions do not require that covered healthcare providers create separate medical records or otherwise segregate PHI subject to a restrict healthcare item or service; rather, providers need to employ a method to flag or note restrictions of PHI to ensure that such PHI is not inadvertently sent or made accessible to a health plan.)

The 2013 Amendments also adopt the proposal in the interim rule requiring HEART TO HEART, to provide you, the patient, a copy of PHI to any individual patient requesting it in electronic form. The electronic format must be provided to you if it is readily producible. OCR clarifies that HEART TO HEART must provide you only with an electronic copy of their PHI, not direct access to their electronic health record systems. The 2013 Amendments also give you the right to direct HEART TO HEART to transmit an electronic copy of PHI to an entity or person designated by you. Furthermore, the amendments restrict the fees that HEART TO HEART may charge you for handling and reproduction of PHI, which must be reasonable, cost-based and identify separately the labor for copying PHI (if any). Finally, the 2013 Amendments modify the timeliness requirement for right of access, from up to 90 days currently permitted to 30 days, with a one-time extension of 30 additional days.

1. NPP

HEART TO HEART’s NPP (Notice of Privacy Practices) must contain a statement indicating that most uses and disclosures of psychotherapy notes, marketing disclosures and sale of PHI do require prior authorization by you, and you have the right to be notified in case of a breach of unsecured PHI.

1. EFFECTIVE DATE OF THIS NOTICE

This notice went into effect on April 05, 2022

I acknowledge receipt of this notice

Patient Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Patient Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_