

NOTICE OF PRIVACY PRACTICES & CLIENT'S RIGHTS

This Revised Notice is effective on October 25th, 2015

We are required by law to protect the privacy of medical information about you and any information that identifies you. This medical information may be about health care we provide to you or payment for health care provided to you. It may also be information about your past, present, or future treatment. We are also required by law to provide you with this Notice of Privacy Practices explaining our legal duties and privacy practices with respect to medical information. We are legally required to follow the terms of this Notice. In summary, we are only allowed to use and disclose medical information in the manner that we have described in this Notice. We reserve the right to revise the terms of this Notice and make the new Notice effective for all medical information that we maintain. A copy of these revisions will be posted online at www.rhemacss.com. You may also obtain a copy from our office located at 5317 Highgate Drive, Durham, NC 27713 or you may request a copy by calling (919) 544-1300.

How We Collect Information About You: RHEMA Counseling & Support Services, PC and its employees and volunteers collect data through a variety of means including but not necessarily limited to letters, phone calls, emails, fax, voice mails, and from the submission of assessments that is either required by law, or necessary to process referrals or other requests for assistance through our organization.

What We Do Not Do With Your Information: Information about your financial situation and medical conditions and care that you provide to us in writing, via email, on the phone (including information left on voice mails), contained in or attached to referrals, or directly or indirectly given to us, is held in strictest confidence.

We do not give out, exchange, barter, rent, sell, lend, or disseminate any information about referrals or clients who inquire about or actually receive our services that is considered client confidential, is restricted by law, or has been specifically restricted by a client in a signed HIPAA consent form.

How We Do Use Your Information: Information is only used as is reasonably necessary to process your referral or to provide you with health or counseling services which may require communication between care or other service providers, insurance companies, RHEMA Counseling & Support Services, PC and health and other providers necessary to: verify your medical information is accurate and to determine the type of medical or any health care services you may need in conjunction with your mental health treatment. If you apply or attempt to apply to receive assistance through us and provide information with the intent or purpose of fraud or that results in either an actual crime of fraud for any reason including willful or un-willful acts of negligence whether intended or not, or in any way demonstrates or indicates attempted fraud, your non-medical information can be given to legal authorities including police, investigators, courts, and/or attorneys or other legal professionals, as well as any other information as permitted by law

Information We Do Not Collect: We do not use cookies on our website to collect data from our site visitors. We do not collect information about site visitors except for one hit counter on the main index page (www.rhemacss.com) that simply records the number of visitors and no other data. We do use some affiliate programs that may or may not capture traffic data through our site. To avoid potential data capture that you visited a site geared toward mental health and substance abuse counseling simply do not click on any of our outside affiliate links.

Limited Right to Use Non-Identifying Personal Information from Biographies, Letters, Notes, and Other Sources: Any pictures, stories, letters, biographies, correspondence, or thank you notes sent to us become the exclusive property of RHEMA Counseling & Support Services, PC. We reserve the right to use non-identifying information about our clients (those who receive services from or through us) for fundraising and promotional purposes that are directly related to our mission.

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Clients will not be compensated for use of this information and no identifying information (photos, addresses, phone numbers, contact information, last names or uniquely identifiable names) will be used without client's express advance permission.

You may specifically request that NO information be used whatsoever for promotional purposes, but you must identify any requested restrictions in writing. We respect your right to privacy and assure you no identifying information or photos that you send to us will ever be publicly used without your direct or indirect consent.

CLIENTS RIGHTS

All clients of RHEMA Counseling & Support Services, PC has the right to:

- Respectful care given by competent staff.
- Know the names and the specific job/roles of his or her counselor and other staff members directly involved his or her care.
- Privacy and access of medical information as described in RHEMA Counseling & Support Services, PC's Notice of Privacy Practices.
- Privacy with regards to his or her medical condition. A client's care and treatment will be discussed only with those who need to know.
- Have his or her medical records treated as confidential and read only by people with a need to know. Information about a client only will be released with permission from the client or if permitted by law.
- Good quality of care and high professional standards that is continually maintained and reviewed.
- Make decisions regarding his or her care, including the right to involve family members in those decisions.

- Information from his or her counselor in order to make informed decisions about his or her care.

This means that clients will be given information about their diagnosis, prognosis and different treatment options. This information will be given in terms that the client understands. This may not be possible in an emergency.

- Full information about any research studies in which he or she has been given the option to participate. A client may refuse to participate in any research studies. A client who chooses to participate has the right to stop at any time; any refusal to participate in a research program will not affect the client's access to care
- Refuse any drugs, treatment or procedures, to the extent permitted by law, after hearing the medical consequences of refusing the drugs, treatment or procedure. Refusal of treatment includes services being offered to you by RHEMA CSS.
- Have help getting another counselor's opinion at his or her request and expense.
- Care without regard to race, color, religion, disability, sex, sexual orientation, age, national origin or source of payment.
- Be given information in a manner that he or she can understand. A client who does not speak English or is hearing or speech impaired, has the right to an interpreter, when possible, at no cost to the client.
- Upon request, to access all information contained in the client's medical records within a reasonable time frame. This right may be restricted as allowed by law.
- Have information in the medical record explained to him or her.
- A copy of his or her bills. A client also has the right to have the bill explained.

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- Request help in finding ways to pay his or her bill for treatment.
- Access people or agencies (i.e. Disability Rights NC) to act on the client's behalf or to protect the client's rights under law. A client has the right to have protective services contacted when he or she or the client's family members are concerned about safety.
- Be informed of his or her rights at the earliest possible time in the course of his or her treatment.
- Make advance directives (such as a living will, healthcare power of attorney and advance instruction for mental health treatment) and to have those directives followed to the extent permitted by law.
- Personal privacy and to receive care in a safe and secure setting.
- Be free from all forms of abuse and harassment.
- Appropriate assessments and management of symptoms.
- Be involved in resolving dilemmas about care decisions.
- Voice complaints of grievances without intimidation or fear of discrimination and reprisals.
- Have his or her complaints or grievances about care resolved.
- The family/caregiver of a child or adolescent client generally has the right and responsibility to be involved in decisions about the care of the child. A child or adolescent has the right to have his or her wishes considered in the decision-making as limited by law.

CLIENTS RESPONSIBILITIES

RHEMA Counseling & Support Services, PC client are responsible for:

- Providing correct and complete information needed for assessments, diagnosing and treatment. This includes information about client's health and past medical/mental health/substance abuse history.
- Paying for their care.
- Reporting changes in their overall health condition and symptoms.
- Reporting changes in their demographics, insurance information and healthcare/service providers
- Reporting if they do not understand the planned treatment or their part in the plan.
- Following the recommended treatment plan they have agreed to, including instructions from their counselor and other workers directly involved in their treatment.
- Keeping appointments.
- Respecting others; their physical space and property
- Accepting the natural and logical consequences of refusing planned treatments, missing appointments or violating the rights, respect and physical property/space of RHEMA CSS staff and others they may come into contact with while services are being rendered. These consequences may include termination of services and possible legal consequences.

****If our Notice has a material change, we will post information regarding this change on the RHEMA CSS website for your review. In addition, following the date of the material change, we will include a description of the change that occurred and information on how to obtain a copy of the revised Notice.**