

Healing and Hope Reins, LLC
P.O. Box 10276
Jackson, TN 38305

HIPAA NOTICE

Healing and Hope Reins, LLC Policies and Practices to Protect the Privacy of Your Health Information

This notice describes how medical and health-related information about you may be used and disclosed and how you can get access to this information. **PLEASE REVIEW IT CAREFULLY.**

Clients Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask HHR to limit the information we share
- Get a list of those with whom HHR has shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Healing and Hope Reins, LLC Uses and Disclosures

HHR may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Conduct research

- Address workers' compensation, law enforcement, and other government requests
- Comply with the law
- Respond to lawsuits and legal actions

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of HHR responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information HHR has about you. Ask HHR how to do this.
- HHR will provide a copy or a summary of your health information, usually within 30 days of your request. HHR may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask HHR to correct health information about you that you think is incorrect or incomplete. Ask HHR how to do this.
- HHR may say “no” to your request, but HHR will tell you why in writing within 60 days.

Request confidential communications

- You can ask HHR to contact you in a specific way (for example, home or cell phone) or to send mail to a different address.
- HHR will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask HHR not to use or share certain health information for treatment, payment, or our operations. HHR is not required to agree to your request, and may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask HHR not to share that information for the purpose of payment or our operations with your health insurer. HHR will say “yes” unless a law requires us to share that information.

Get a list of those with whom Healing and Hope Reins, LLC shared information

- You can ask for a list (accounting) of the times HHR shared your health information for six years prior to the date you ask, who HHR shared it with, and why.
- HHR will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). HHR will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. HHR will provide you with a paper copy.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- HHR will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can file a complaint if you feel HHR has violated your rights by contacting HHR using the information on page one.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- HHR will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell Healing and Hope Reins your choices about what we share. If you have a clear preference for how HHR shares your information in the situations described below, talk to us. Tell HHR what you want us to do, and we will try our best to follow your instructions.

In these cases, you have both the right and choice to tell HHR to:

- Share information with your family, close friends, or others involved in your care, in which case HHR will obtain written permission
- Share information in a disaster relief situation

In these cases, we do not share your information unless you give us written permission:

- Marketing purposes
- Most sharing of psychotherapy notes

Note: “Psychotherapy notes” are notes the clinician has made about conversations with you during a private, group, joint, or family counseling session, which have been kept separate from the rest of your medical record. These notes are given a greater degree of protection than PHI.

Our Uses and Disclosures

How does Healing and Hope Reins typically use or share your health information?

We typically use or share your health information in the following ways:

Treat you

HHR can use your health information and share it with other professionals who are treating you.

Example: A therapist treating you asks a doctor about your overall health/mental health history.

Run our organization

HHR can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

HHR can use and share your health information to bill and get payment from health plans or other entities.

Example: We may give information about you to your health insurance plan so it can pay for your services.

How else can we use or share your health information?

HHR is allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Public health and safety issues

HHR is REQUIRED to share health information about you for certain situations such as:

- Reporting suspected child, elder or dependent adult abuse or neglect
- Preventing or reducing a serious threat to anyone's health or safety

Please note: If a clinician has knowledge of any child who is suffering from or has sustained any wound, injury, or disability, or physical or mental condition as to reasonably indicate that it has been caused by abuse or neglect, the clinician is required by law to report such harm to Tennessee Child Protective Services or to the judge having juvenile jurisdiction, or to the office of the sheriff or the chief law enforcement official of the municipality where the child resides. Also, if the clinician has reasonable cause to suspect that a child has been sexually abused, the clinician must report such information, regardless of whether the child has sustained any injury.

If the clinician has reasonable cause to suspect that an adult who is vulnerable physically, mentally, or emotionally has suffered abuse, neglect, or exploitation, the clinician is required by law to report such information to the Tennessee Department of Human Services.

Comply with the law

HHR will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that HHR is complying with federal privacy law.

Health oversight

If a complaint is filed against an HHR clinician with the Tennessee Board of Examiners, the Board has the authority to subpoena confidential mental health information from the HHR clinician relevant to that complaint.

Research purposes

HHR can use or share your information for research purposes, when PHI is de-identified, in accordance with 45 CFR 164.502(d), and 164.514(a)-(c) of the Rule.

Supervision and training

HHR can share health information about you for provider supervision and training in accordance to best practices, when PHI is de-identified.

Address workers' compensation, law enforcement, and other government requests

HHR can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

If you are involved in a court proceeding and a request is made for information about the professional services that an HHR clinician has provided you and/or the records thereof, such information is privileged under state law, and the clinician must not release this information without your written authorization or a court order. This privilege does not apply when you are being evaluated for a third party or when the evaluation is court ordered. The HHR clinician must inform you if this is the case.

Our Responsibilities

- HHR is required by law to maintain the privacy and security of your protected health information.
- HHR will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- HHR must follow the duties and privacy practices described in this notice and give you a copy of it.
- HHR will not use or share your information other than as described here unless you tell HHR we can in writing. If you give HHR permission, you may change your mind at any time. Please let HHR know in writing if you change your mind.

Questions and Complaints

If you have questions about this notice, disagree with a decision an HHR clinician makes about access to your records, or have other concerns about your privacy rights, you may contact the HHR Privacy Officer at healingandhopereins@gmail.com.

If you believe that your privacy rights have been violated and wish to file a complaint with the HHR office, you may send your written complaint to Privacy Officer, Healing and Hope Reins, LLC, P.O. Box 10276, Jackson, TN 38305. You may also send a written complaint to the Secretary of the U.S. Department of Health and Human Services.

You have specific rights under HIPAA. HHR will not retaliate against you for exercising your right to file a complaint.

Effective Date and Changes to this Notice

The effective date of this notice is March 01, 2023.

HHR reserves the right to change the terms of this notice, and the changes will apply to all information HHR has about you. The new notice will be made available upon request, in our office, and on the website: healingandhopereins.com

For more information regarding your rights under HIPAA, please visit: <https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>