

Notice of Privacy Practices
Open Routes Counseling PLLC

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.

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

- a) **How to 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 we have about you. Upon request, we will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- b) **How to ask us to correct your medical record:** You can ask us to correct health information about you that you think is incorrect or incomplete. We may say “no” to your request, but we will tell you in writing within 60 days.
- c) **How to request confidential communications:** You can ask us to contact you in specific ways (for example only by cell phone, office phone, home phone or email), or to send mail to a different designated address. We will say “yes” to all reasonable requests.
- d) **How to ask us to limit what we use or share:** You can ask us not to use or share health information for treatment, payment, or our operations. We are not required to agree to your request, and we 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 us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law otherwise requires us to share that information.
- e) **How to get a list of those with whom we’ve shared information:** You can ask for a list (accounting) of the time we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any that you asked us to make). We will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another accounting within 12 months.
- f) **How to 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. We will provide you with a paper copy promptly.
- g) **How to 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. We will make sure the person has authority and can act for you before we take any action.

- h) How to file a complaint if you feel your rights are violated:** You can complain if you feel we have violated your rights by contacting us using the information at the bottom of this disclosure. 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 Ave. S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. We will not retaliate against you for filing a complaint.

YOUR CHOICES: For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

- a) In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care.
- Share information in a disaster relief situation.
- Include your information in a hospital directory (in the event that Open Routes Counseling, PLLC, were to become affiliated with a hospital entity).

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

- b) In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

Please note that Open Routes Counseling, PLLC, requests you to release your protected health information to a Licensed Clinical Professional Counselor who it has designated to contact its patients in the event that Ms. Blair Hensen dies or becomes incapacitated. The specifics of such release are discussed in a separate authorization. Open Routes Counseling, PLLC, may not condition your treatment on the signing of such authorization.

- c) In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

OUR USES AND DISCLOSURES: We typically use or share your information in the following ways:

- a) Treatment of You: We can use your health information and share it with other professionals who are treating you.

example: A doctor treating you for a specific injury asks your general practice doctor about your overall health condition.

- b) Organizational Operation: We 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.

- c) Billing: We can use and share your health information to bill and get payment from health plans or other entities.

example: We give information about you to your health insurance plan so it will pay for your services.

ADDITIONAL USES AND DISCLOSURES: We are 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, please visit www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

- a) Help with public health and safety issues: We can share health information about you for certain situations such as: preventing disease; helping with product recalls; reporting adverse reactions to medications; reporting suspected abuse, neglect, or domestic violence; or preventing or reducing serious threats to anyone’s health or safety.
- b) Do research: We can use or share your information for health research.
- c) Comply with the law: We will share information about you if state or federal law requires it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law.
- d) Respond to organ and tissue donation requests: We can share health information about you with organ procurement organizations.
- e) Work with a medical examiner or funeral director: We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
- f) Address workers’ compensation, law enforcement, and other government requests: We can use or share health information about you for: workers’ compensations claims; law

enforcement purposes or with a law enforcement official; health oversight agencies' activities authorized by law; and special government functions such as military, national security, and presidential protective services.

- g) Respond to lawsuits and legal actions: We can share health information about you in response to a court or administrative order, on in response to a subpoena.

OUR RESPONSIBILITIES:

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

Changes to the Terms of This Notice: We can change the terms of this notice, and changes will apply to all information we have about you. The new notice will be available upon request and available in our office.

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Effective Date: 10/1/2020