

NOTICE OF PRIVACY PRACTICES

Brookside Psychiatric Specialists PLLC

1120 Depot Lane SE, Suite 100, Cedar Rapids, IA 52401
2624 Southern Blvd, Suite 102, Virginia Beach, VA 23452

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

If you have any questions about this notice, please contact Olivia Reichenbacker, DNP, APRN, PMHNP-BC at 319-359-3810 or 757-453-1256

OUR PLEDGE REGARDING YOUR MEDICAL INFORMATION.

We understand that information about you and your health is personal, and that information about your mental health can feel exceptionally private. We are committed to protecting your information. Except as described in this Notice or specified by law, we will not use or disclose your protected health information (PHI). We will use reasonable efforts to request, use, and disclose the minimum amount of PHI necessary. Whenever possible, we will de-identify or encrypt your personal information so that you cannot be personally identified. We have put physical, electronic, and procedural safeguards in place to protect your PHI and comply with federal and state laws.

UNDERSTANDING THE MEDICAL RECORD:

At this practice, we create a formal record of the care and services you receive in order to provide you with quality care and comply with certain legal requirements. The formal records kept at our practice describe the services provided to you and typically include things like (but not limited to) the dates of our sessions, your diagnosis, functional status, symptoms, prognosis and progress, treatment, results of any tests (including any psychological tests), and other information you or others provide us about your current or past medical or mental health status, history, or treatment.

This notice applies to all of the records of your care generated by Brookside Psychiatric Specialists PLLC.

I. Uses and Disclosures for Treatment, Payment, and Health Care Operations

Brookside Psychiatric Specialists PLLC may use or disclose your protected health information (PHI), for treatment, payment, and health care operations purposes. To help clarify these terms, here are some definitions:

“Protected Health Information (PHI)” refers to information in your health record that could identify you and can include (1) Information about your mental or physical health, related health care services, or

payment for health care services. (2) Information that is provided by you, created by us, or shared with us by related organizations. (3) Information that identifies you or could be used to identify you, such as demographic information, address and phone number, social security number, age, date of birth, dependents, and health history.

“Treatment, Payment and Health Care Operations”

Treatment is when your provider provides, coordinates or manages your health care and other services related to your health care. An example of treatment would be when your therapist or psychiatric provider consults with another health care provider, such as your family physician or another psychotherapist.

Payment is when your provider obtains reimbursement for your healthcare. Examples of payment are when your provider discloses your PHI to your health insurer to obtain reimbursement for your health care or to determine eligibility or coverage.

Health Care Operations are activities that relate to the performance and operation of Brookside Psychiatric Specialists PLLC’s practice. Examples of health care operations are quality assessment and improvement activities, business-related matters such as audits and administrative services, and case management and care coordination. Health care operations also include teaching activities and we may share your PHI with qualified students, residents, and trainees for learning purposes.

“Use” applies only to activities within Brookside Psychiatric Specialists PLLC’s office such as sharing, employing, applying, utilizing, examining, and analyzing information that identifies you.

“Disclosure” applies to activities outside of Brookside Psychiatric Specialists PLLC’s office, such as releasing, transferring, or providing access to information about you to other parties.

Uses and Disclosures Requiring Authorization

Brookside Psychiatric Specialists PLLC may use or disclose PHI for purposes outside of treatment, payment, or health care operations when your appropriate authorization is obtained. An “authorization” is written permission above and beyond the general consent that permits only specific disclosures. In those instances when your provider is asked for information for purposes outside of treatment, payment, or health care operations, your provider will obtain an authorization from you before releasing this information.

As a general rule, Brookside Psychiatric Specialists PLLC does not release providers’ personal Psychotherapy Notes. “Psychotherapy Notes” are notes your provider has made about your conversation during a private, group, couple’s, or family counseling session, which your provider has kept separate from the rest of your medical record. These notes are given a greater degree of protection than PHI.

- You may revoke the authorization for release of your PHI at any time, provided the revocation is in writing. You may not revoke an authorization to the extent that (1) your provider has relied on that authorization; or (2) if the authorization was obtained as a condition of obtaining insurance coverage, law provides the insurer the right to contest the claim under the policy.

Uses and Disclosures with Neither Consent nor Authorization

Brookside Psychiatric Specialists PLLC may use or disclose PHI without your consent or authorization in the following circumstances:

- **Child Abuse** – If your provider has reasonable cause to believe that a child has been abused, he/she must report that belief to the appropriate authority.
- **Adult and Domestic Abuse** – If your provider has reasonable cause to believe that a disabled adult or elder person has had a physical injury or injuries inflicted upon such disabled adult or elder person, other than by accidental means, or has been neglected or exploited, he/she must report that belief to the appropriate authority.
- **Health Oversight Activities** – If your provider is the subject of an inquiry by his/her licensing board, he/she may be required to disclose protected health information regarding you in proceedings before the Board. Your Brookside Psychiatric Specialists PLLC provider will attempt to inform you and explain what has to be revealed.
- **Judicial and Administrative Proceedings** – If you are involved in a court proceeding and a request is made about the professional services Brookside Psychiatric Specialists PLLC provided you or the records thereof, such information is privileged under state law, and Brookside Psychiatric Specialists PLLC will not release information without your written consent or a court order. The privilege does not apply when you are being evaluated for a third party or where the evaluation is court ordered. You will be informed in advance if this is the case.
- **Serious Threat to Health or Safety** – If your Brookside Psychiatric Specialists PLLC provider determines, or pursuant to the standards of his/her profession should determine, that you present a serious danger of violence to yourself or another, your provider may disclose information in order to provide protection against such danger for you or the intended victim.
- **Worker's Compensation** – We may disclose protected health information regarding you as authorized by and to the extent necessary to comply with laws relating to worker's compensation or other similar programs, established by law, that provide benefits for work-related injuries or illness without regard to fault.

Your Rights

• **Right to Request Restrictions** – You have the right to request restrictions on certain uses and disclosures of protected health information. Your request must be in writing and include what restriction(s) you want and to whom you want the restriction(s) to apply. Any request to restrict specific disclosures to individuals or entities must be made in writing. We will review and grant reasonable requests, with respect to and within the limits of state and federal law. 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.

If you pay for a health care service 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 requires us to share that information.

- **Right to Receive Confidential Communications by Alternative Means and at Alternative Locations** – You have the right to request and receive confidential communications of PHI by alternative means and at alternative locations. (For example, you may not want a family member to know that you are seeing a provider at Brookside Psychiatric Specialists PLLC. On your request, Brookside Psychiatric Specialists PLLC will not leave messages for you on your home answering machine, as long as your provider has an alternative way of contacting you.)

- **Right to Inspect and Copy** – You have the right to inspect or obtain a copy (or both) of PHI in our mental health and billing records used to make decisions about you for as long as the PHI is maintained in the record. Brookside Psychiatric Specialists PLLC may deny your access to PHI under certain circumstances, but in some cases you may have this decision reviewed. On your request, Brookside Psychiatric Specialists PLLC will discuss with you the details of the request and denial process.

- **Right to Amend** – You have the right to request an amendment of PHI for as long as the PHI is maintained in the record. Brookside Psychiatric Specialists PLLC may deny your request. On your request, your provider will discuss with you the details of the amendment process.

- **Right to an Accounting** – You generally have the right to receive an accounting of disclosures of PHI. On your request, Brookside Psychiatric Specialists PLLC will discuss with you the details of the accounting process.

- **Right to a Paper Copy** – You have the right to obtain a paper copy of the notice from Brookside Psychiatric Specialists PLLC upon request, even if you have agreed to receive the notice electronically.

Brookside Psychiatric Specialists PLLC Provider Duties:

Brookside Psychiatric Specialists PLLC providers are required by law to maintain the privacy of PHI and to provide you with a notice of our legal duties and privacy practices with respect to PHI.

- Brookside Psychiatric Specialists PLLC reserves the right to change the privacy policies and practices described in this notice. Unless Brookside Psychiatric Specialists PLLC notifies you of such changes, however, Brookside Psychiatric Specialists PLLC is required to abide by the terms currently in effect.

- If Brookside Psychiatric Specialists PLLC revises our policies and procedures, we will provide a copy of these changes to you through our Patient Portal.

Complaints

If you are concerned that your provider has violated your privacy rights, or you disagree with a decision made about access to your records, you may contact Olivia Reichenbacker DNP, APRN, PMHNP-BC at 319-359-3810 or 757-453-1256.

You may also send a written complaint to the Secretary of the U.S. Department of Health and Human Services 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/

Effective Date, Restrictions, and Changes to Privacy Policy

This notice will go into effect on 09/01/2022

Brookside Psychiatric Specialists PLLC reserves the right to change the terms of this Notice and to make the new Notice provisions effective for all PHI that we maintain. If this should occur, we will provide you a written copy of the revised notice via our online Patient Portal.