

Children's Program Registration Packet - Returning Clients

This is 1 of 3 forms you will need to complete. The other two forms are online and can be found by following these links: [Telehealth Consent](#) and [Stored Pay](#). Please complete all forms at least 3 business days prior to your appointment to ensure that they are received and reviewed on time.

We may cancel appointments if forms are not received.

It will take approximately 30-45 minutes to complete this packet.

- The forms attached are offered in a fillable PDF format, they require you have Adobe Acrobat Reader to **download**, display and print properly. Please download the form first, complete and email it to our secure address: paperwork@childrensprogram.com or submit to our fax number, (503) 452-0084.
 - (504) Use "Returning Client Packet" as the subject line.
 - (505) Include your child's first name, last name, and date of birth in the body of the email.
 - (506) This is a "no reply" email for paperwork only. Due to the volume of paperwork received here, staff will not respond to questions in these emails.

- **Please COMPLETE the following items:**
 1. Information Form
 2. Consent for Healthcare Operations
 3. Consent to Treatment
 4. Privacy Policy Acknowledgment and Consent Form
 5. Release to Disclose Confidential Information Form - *Complete this only if you have been seen by another provider. Mail or fax this to the past provider of services.*
 6. We are now required by Federal Law to request and maintain photo identification of the financially responsible party. Please submit an image of a photo ID with an address (such as a driver's license, passport or other ID) along with your completed packet. If the ID does not have the address, please provide other evidence of current address.

- **Please REVIEW the following forms:**
 1. General Financial Policy
 2. PrivacyPolicy

REMEMBER,

- You were notified when scheduling regarding your financial responsibility. If we bill your insurer we will attempt to verify benefits. We collect any deductible/co-payment/co-insurance/full amounts on the day of your appointment via Stored Pay.
- To cancel a scheduled consultation or therapy appointment, please call during office hours and give at least 48 business hours advance notice. A mandatory fee of up to 100% of the charge will be assessed for missed appointments or appointments canceled without notice. Cancellations left on voicemail or emailed after business hours will be considered received as of the next business day. Reminder phone calls are not guaranteed.
- If you must cancel an evaluation appointment, please notify us at least one week in advance. We may elect not to reschedule evaluations canceled without sufficient notice.

PLEASE CALL if you have any questions. Our phone number is (503) 452-8002. You can find a map and directions to the clinic at our web site: www.childrensprogram.com. You will also find telehealth information and help.

We look forward to seeing you!

The Children's Program

CHILDREN'S PROGRAM INFORMATION FORM

BY PROVIDING THIS INFORMATION, I AUTHORIZE YOU TO GIVE REASONABLE AND PROPER CARE BY TODAY'S STANDARDS

Patient: _____ Date: _____
 Legal Last Name Legal First Name Name to address child

Birthdate: _____ Gender Identification/Expression _____ Pronouns: _____ Race/Ethnicity: _____

Address: _____
 (Street/P.O. Box) (City) (State) (Zip)

Cell Phone: _____ Other Phone: _____

Name and DOB of siblings who have received services in the last 4 months as patients at this clinic:

Parent #1 _____
 (Last) (First) (Middle) (DOB)

Parent #2 _____
 (Last) (First) (Middle) (DOB)

Billing Address: _____
(If different) (Street/P.O. Box) (City) (State) (Zip)

E-mail Address: _____
 (By furnishing my email address, I consent to the use of email to communicate.)

Patient's Primary Care Physician: _____ Referred: Yes No

Address: _____
 (Street/P.O. Box) (City) (State) (Zip)

Primary Insurance Company: _____
 (Name) (Billing Address)

Subscriber's Name: _____ Subscriber's DOB: _____ Relationship to Client _____

Identification #: _____ Group #: _____

All patients must maintain a credit card on file. The amount for which you are responsible will be processed with an administrative fee, following your visit. Balances remaining after 90 days will be charged to avoid further billing or collection fees. Billing staff will attempt to contact the financially responsible party prior to authorizing payment of overdue charges.

Visa Mastercard Discover American Express

Card# _____ Zip Code _____ Exp _____ Security Code _____

Signature of Financially Responsible Party Relationship to Patient Date

Please Print Name of Responsible Party Statement Email Address

PLEASE INFORM US IF YOU HAVE SECONDARY INSURANCE

This form **MUST** be filled out **COMPLETELY** and received prior to your first appointment. A health insurance card **MUST** be presented at the first appointment. Federal Law requires verification of the identity/address of the patient, patient, person responsible for fees, and insurance subscriber. **PHOTO ID** with an address or alternate documentation of address must be provided.

CONSENT FOR HEALTHCARE OPERATIONS

CLIENT _____ DOB: _____

I understand I am financially responsible for all charges. Fees are payable on the day of service. The amount owed will be charged to the credit card on file as required in the Child Information Form with an administrative fee. If the Children's Program agrees to bill insurance, I will pay co-payments, co-insurance or deductibles as required at each visit. My primary, and in some cases, secondary insurance will be billed. I understand billing insurance is not a guarantee of payment. If my insurance denies coverage for services or procedures, I am responsible for the charges. Accounts must be paid in full within 90 days. Balances remaining after 60 days will accrue billing charges. Charges remaining after 90 days will be charged to the authorized credit card on file to avoid further billing or collection fees.

- I request health insurance payments be made directly to Children's Program. If the insurance carrier sends payment to the patient/family member, I will forward payment to the Children's Program for credit to my account. **The Children's Program may disclose the information necessary to process my insurance claims to any person, corporation, or agency responsible for payment including: ___ insurance carriers ___ school ___ other (specify)**
- I acknowledge that the patient does not hold Oregon Health Plan Insurance (OHP). If the patient unknowingly has OHP insurance, as either primary or secondary insurance, I waive the right to have OHP billed.
- In cases of divorce, the parent/guardian initiating service is responsible for the account and must sign this form. If that parent does not carry the client's health insurance, this form must also be signed by the individual who carries the insurance in order to submit a claim and have the benefits assigned to our office.
- I understand that I must call **DURING OFFICE HOURS** and give at least **48 business hours advance notice when canceling** an appointment. If I fail to do so, I understand I will be charged up to 100% of the appointment fee. Evaluation appointments require 5 business day's notice for cancellations. We may elect not to reschedule evaluations canceled without sufficient notice. A charge up to 100% may be charged.
- If I am receiving services under a managed care mental health insurance contract, I understand I may be required to obtain pre-authorization before scheduling appointments. The health insurance carrier may limit the number of appointments I can schedule, or the time period in which appointments may occur. My health insurance may limit the types of procedures or diagnoses for which treatment is provided. I agree to be financially responsible for appointments that are not covered by health insurance because of breach of any of these conditions.
- I understand that insurance benefits for Speech and Language services vary greatly. I am aware that it is my responsibility to understand these insurance benefits before visits occur. Children's Program cannot guarantee services will be covered/paid for by your plan.
- If I choose to submit claims for services outside Children's Program insurance billing policies, I am aware that Children's Program will not accept assignment/provider discounts.
- In compliance with the **No Surprises Act (H.R. 133)**, Good Faith Estimates for the total cost of non-emergency services will be furnished upon request from the Billing Office.
- I understand I must notify the Children's Program of any changes in my health insurance coverage prior to the next appointment. I understand the Children's Program will not retroactively bill for changes if insurance carrier.
- In the event of nonpayment of charges, the Children's Program shall be entitled to disclose information and recover all costs and expenses incurred in seeking collection of such charges including, without limitations, court costs and reasonable attorney's fees, whether such claims are pursued through court proceedings, appellate or bankruptcy proceedings, arbitration, or mediation.

Patient care coordination standards strongly recommend the practice of sharing information with the patient's PRIMARY CARE PROVIDER. I consent to the Children's Program exchanging information as appropriate.

Name of Primary Care Provider (Pediatrician)

Group Affiliation if Applicable

Office Address

I have read and authorized the above.

Financially Responsible Party/Legal Guardian

Date

Relationship to client

TREATMENT CONSENT

WELCOME TO THE CHILDREN'S PROGRAM! We look forward to assisting you with your goals. Here is some important information you should know BEFORE we begin to work with you/your child(ren)/family.

STAFF AND OUR SERVICES: The Children's Program is a private, multidisciplinary clinic. We help adults, families and children with social, emotional, developmental, and learning concerns. Based on information from intake forms/conversation, we schedule appointments for consultation, evaluation and/or treatment with an appropriate clinician. We email paperwork with forms to complete and return prior to your visit.

During the first appointment, your clinician introduces him/herself and, at your request, shares specifics regarding his/her education and training. You then clarify goals and agree how they will be reached. If you have difficulty describing clear goals for treatment, it is important to discuss this with your clinician. We will work with you to meet your/your family's specific needs. It is a collaborative process that is provided without a guarantee of satisfaction or results. You retain the right to request changes in treatment or to end treatment at any time. When medication is recommended, your doctor will discuss the risks, benefits, and alternatives. When accepting a prescription for medication, you agree to follow the prescribing physician's recommendations regarding ALL aspects of treatment. If we recommend referral inside the clinic, information will be shared between clinicians. If we recommend referral outside our clinic, we will attempt to provide you with alternatives.

THE PRIVACY OF YOUR EVALUATION/TREATMENT IS IMPORTANT. Information shared with clinicians is confidential. The Children's Program maintains a single chart to record services that are provided. We will maintain your chart for 7 years from the last date of treatment. Please be conservative and circumspect when requesting release of this protected health information (PHI). This is to preserve your child/family's privacy now and into the future as your child ages. Records we release at your request may be disclosed by other providers/agencies. We follow Federal and state regulations regarding the management and release of your protected health information. These guidelines balance the need for prompt and informed delivery of PHI while protecting the confidentiality of this information. A Release to Disclose Confidential Information is required. This form requires specifying PRECISELY WHAT information is to be shared, WHO shall receive it, for WHAT purpose and the DATES of the confidential information requested. In Oregon, the age of consent for treatment and release of mental health records is 14 years of age. The signature of patients 14 years or older is required to release the information in the treatment record.

With documented permission, we can communicate with other professionals on your behalf and provide evaluation reports and/or a summary of treatment. If under a special circumstance, release of additional information is requested, this will be reviewed after conferring with the patient/family members and the requesting clinician/physician. There may be charges for photocopying and mailing records.

ELECTRONIC COMMUNICATION INCLUDING EMAIL, FAX, AND TELEHEALTH VISITS PRESENT A POTENTIAL RISK TO PATIENT CONFIDENTIALITY. Patients must be aware and acknowledge these risks. While email communication may be a convenient way to communicate it is not a replacement for a visit. Clinically relevant information exchanged by fax/email is a part of the clinical record.

WE RESPECT THE RIGHTS OF A CHILD/PARENT/ADULT TO HAVE INFORMATION REMAIN PRIVATE BETWEEN THEMSELVES AND THEIR CLINICIAN. If you have concerns about this, let your therapist know and a comfortable arrangement can be reached which allows therapy to progress, yet respects the rights of individuals. Please advise us in writing if you wish to be contacted only in a particular way. If consultation with other professionals on your behalf is necessary, your anonymity will be preserved. You and your therapist may determine that a walk-and-talk form of psychotherapy or outdoor therapy group is a preferred treatment modality, intermittently or regularly. By agreeing to participate outdoors in public places you acknowledge the risks of any general outdoor activity, assume these risks and do not have any known health problems or medical conditions that limit your ability to safely participate. You certify that you have adequate insurance to cover injury or damage and agree to bear the costs of such should this occur. Additionally, you are aware that there is a risk to confidentiality. This may include but is not limited to the possibility that a conversation may be overheard, or that you may encounter a person known to yourself or to the clinician, personally or as a mental health professional. You certify that all health and safety guidelines issued by the CDC or local health authority will be followed both inside the clinic and outdoors as mandated.

There are situations in which the law requires clinicians to make exceptions to the confidentiality of communications between client and clinician. These situations are:

- when there is suspected child, elder, or disabled abuse
- when there is threat of harm to self or others
- when medically relevant information is needed for emergency medical treatment
- when records are subpoenaed by order of a Judge, or if the client waives confidentiality
- when conducted at the request of an outside agency with the client's approval

CHILDREN'S PROGRAM PERSONNEL WILL NOT PARTICIPATE IN LEGAL PROCEEDINGS/LAWSUITS. Our goal is to support clients with achieving therapy goals, not to address legal issues. Clients entering treatment agree not to involve the Children's Program and their treating clinician in legal/court proceedings or attempts to obtain records of treatment/evaluation for use in legal/court proceedings. In the case of divorce, both parents have equal access to the information in the chart.

IF YOU ARE RECEIVING SERVICES UNDER A HEALTH INSURANCE CONTRACT, your policy may limit behavioral health coverage to "medically necessary" procedures (for acute symptom relief). It is the responsibility of the patient/ family to ensure all necessary authorization is current. Your provider has an agreement with your insurance company to provide services within the limitations of these conditions. Information may be required by your insurance company to process a claim. They may require release of information about your treatment. Your file may be reviewed for quality assurance by the Children's Program or your insurance company. If this is the case, we will

RELEASE TO DISCLOSE CONFIDENTIAL INFORMATION

PATIENT: _____ DOB: _____

This form allows you to provide information from current/past providers TO Children's Program to coordinate care/treatment/evaluations done in the past. It also gives permission for information about your treatment/evaluations at Children's Program to be sent to new/current providers you are seeing.

This authorization will expire 180 days from the date of signing, or the end of the period reasonably needed to complete the disclosure for the above-described purpose. You have the right to revoke this Authorization at any time in writing to your clinician or our clinic administrator. Identify the date you signed the Authorization, the recipient of the information identified, and state that you are revoking the Authorization. We cannot take back uses or reverse disclosures already made with your permission.

I have reviewed and I understand this Authorization. By signing this, I understand that I am directing you to disclose information to /receive information from a person or organization that may not have or obey the same obligations to protect privacy under state and federal law. The disclosure of the information specified above carries with it the potential of an unauthorized re-disclosure and loss of protection under state and federal law.

Communication by electronic means, i.e., Fax or E-mail, is not secure and presents a significant risk to patient confidentiality. By requesting exchange of information or communication by E-Mail or by Fax I acknowledge that I am aware of these significant additional risks to confidentiality and agree to assume these risks and know that confidentiality, review, re-disclosure, dissemination, distribution or copying of this information cannot be guaranteed.

I authorize _____ to **PROVIDE** information/records to the Children's
(Facility/Provider/School)

Program regarding _____ By: Mail E-mail Fax Telephone
(child's name)

(Please list specific information requested.)

I authorize Children's Program to **RELEASE** information to: _____
(Facility/Provider/School)

By: mail E-mail Fax Telephone

Mailing Address (must be complete to be processed)

E-mail Address Telephone Fax number

YOU MUST BE SPECIFIC regarding the information you are releasing.

- Developmental Pediatric Report/Chart Note (s): _____
- Psychological Report (s): _____
- Psychological Treatment Summary: _____
- Other: _____

(Please see the Confidentiality section of your Treatment Consent form regarding the release of chart notes.)

Signature of Client (ages 14 or older) I have read and agree to the above. Date

Signature of parent/guardian (for clients younger than 14 years) Date
I have read and agree to the above.

REQUESTS FOR A COMPLETE CHART WILL INCUR A MINIMUM CHARGE OF \$25. PLEASE INCLUDE YOUR TELEPHONE NUMBER, WE WILL CALL YOU FOR PAYMENT ARRANGMENT .

Phone: _____

Childrens Program
6443 SW Beaverton-Hillsdale Hwy, Suite 300, Portland OR 97221
Phone: (503) 452-8002 • Fax: 503- 452-0084

Financial Policy

We want billing arrangements to be as straightforward as possible.

1) Services provided by the Children's Program are billed on an hourly basis. Charges are submitted under the client's name. If a child is the client, billing is submitted under the child's name.

2) **Medical and Psychological services** provided at the Children's Program may be covered under the **mental health benefits** of your health insurance contract. Extended phone calls, follow-up correspondence, and out-of-the office consultation cannot be billed to health insurance. **Speech and Language services insurance coverage vary greatly.** It is your responsibility to understand these insurance benefits before your visits occur. We cannot guarantee services will be covered/paid for by your plan. **Educational services are not health insurance covered.** We do not submit claims for these visits.

3) Our office maintains a direct billing relationship with many, but not all, health insurance companies. **It is important for families to educate themselves about the mental health benefits of their health insurance policies.** Determine if your company provides a managed mental health benefit, whether you must meet a deductible, the amount of your co-payment/coinsurance, and whether pre-authorization is required. In most cases pre-authorization is initiated by the family/patient and NOT the primary care physician/pediatrician. Coverage is limited for specific diagnoses e.g. Attention Deficit, Autism Spectrum, or for particular services, e.g., psychological testing, family therapy.

4) We will do our best to inform you of your financial obligation when scheduling your appointment. In compliance with the **No Surprises Act (H.R. 133)**, Good Faith Estimates for the total cost of non-emergency services will be furnished upon request from the Billing Office. When a child is the client, the parent/guardian seeking services is responsible for the account. A **Child Information** form and a **Consent for Healthcare Operations** form must be completed prior to your first appointment. A credit card must be maintained on file. Credit card information is maintained in StoredPay, a service that allows your patient payment information to be securely stored on file with the Children's Program payment service, BillFlash. All payments incur a \$1 administrative fee.

- a) If we are NOT contracted to bill your health insurance, **payment in full** is due at the time of the appointment. Fees are collected on the day of your appointment. Families using an out-of-network benefit can request copies of fee slips and a guide for self-billing insurance.
- b) If we are billing your primary/secondary health insurance company we will attempt to gather information about your mental health benefits. However, this information does not guarantee payment. The agreement with your insurance carrier is a contract between you, your insurance company and, in some cases, your employer. Please remember, billing insurance is not a guarantee of payment. If your insurance plan does not cover a service, a procedure, or a diagnosis, you are responsible for these charges. A credit card must be maintained on file. Your financial responsibility for your visit, whether it is a deductible, copayment/co-insurance, will be charged to this credit card

Financial arrangements between divorced parents must be handled independently of the Children's Program. In cases of divorce, the parent seeking service is responsible for the account and must sign the Consent for Healthcare Operations form. If the other parent holds the insurance, they, too, must sign a Consent for Payment and Healthcare Operations form. This gives us permission to bill the health insurance. Fees due on the day of an appointment must be collected at every visit regardless of who brings a child to the appointment.

5) We will bill a patient's insurance carriers if we are provided current and correct information. Our policy is to allow insurance carriers 60 days to pay a claim. Please notify us prior to your next appointment if you have a change in insurance. The Children's Program will not bill retroactively for changes in insurance.

6) Accounts unpaid after 60 days will be assessed a re-billing charge. If a payment has not been received from an insurance company within 60 days, we encourage the patient to work actively with the insurance company to secure payment. Accounts with unpaid balances after 90 days will be referred for collection action. To avoid collection action and re-billing charges you will be contacted to use your credit card number. This will be kept on file and can be used to settle the balance. We make every attempt to contact you prior to charging an unpaid balance.

7) Please call our Billing Office at (503) 452-8002 (Option 3 for billing) or (503) 452-0307 if you need a printout of your account or to answer any questions.

8) In the event of non-payment of charges, the Children's Program shall be entitled to recover all costs and expenses incurred in seeking collection of such charges, including, without limitation, court costs and reasonable attorney's fees, whether such claims are pursued through court proceedings, appellate or bankruptcy proceedings, arbitration, and/or mediation.

9) **Please note our cancellation policies outlined below.**

- a) **If you must cancel an evaluation appointment, please notify us at least 5 business days in advance. We may elect not to reschedule evaluations canceled without sufficient notice. A mandatory fee up to 100% of the full charge may be assessed.**
- b) **To cancel a scheduled therapy appointment, please call during office hours and give at least 48 business hours advance notice. A mandatory fee of up to 100% of the charge will be assessed for missed appointments or appointments cancelled without this notice.**
- c) **Cancellations left on voicemail after business hours will be considered received as of the next business day. Reminder phone calls are not guaranteed.**
- d) **Cancelled appointments are not billable to insurance.**

Financial arrangements between divorced parents must be handled independently of the Children's Program. In cases of divorce, the parent seeking service is responsible for the account and must sign the Consent for Healthcare Operations form. If the other parent holds the insurance, they, too, must sign a Consent for Payment and Healthcare Operations form. This gives us permission to bill the health insurance. Fees due on the day of an appointment must be collected at every visit regardless of who brings a child to the appointment.

5) We will bill a patient's insurance carriers if we are provided current and correct information. Our policy is to allow insurance carriers 60 days to pay a claim. Please notify us prior to your next appointment if you have a change in insurance. The Children's Program will not bill retroactively for changes in insurance.

6) Accounts unpaid after 60 days will be assessed a re-billing charge. If a payment has not been received from an insurance company within 60 days, we encourage the patient to work actively with the insurance company to secure payment. Accounts with unpaid balances after 90 days will be referred for collection action. To avoid collection action and re-billing charges you will be contacted to use your credit card number. This will be kept on file and can be used to settle the balance. We make every attempt to contact you prior to charging an unpaid balance.

7) Payment can be made with a credit card or check. All payments will incur a \$1 administrative fee. Please make checks payable to the Children's Program. Please call our Billing Office at (503) 452-8002 (Option 3 for billing) or (503) 452-0307 if you need a printout of your account or to answer any questions.

8) In the event of non-payment of charges, the Children's Program shall be entitled to recover all costs and expenses incurred in seeking collection of such charges, including, without limitation, court costs and reasonable attorney's fees, whether such claims are pursued through court proceedings, appellate or bankruptcy proceedings, arbitration, and/or mediation.

9) **Please note our cancellation policies outlined below.**

- a) **If you must cancel an evaluation appointment, please notify us at least one week in advance. We may elect not to reschedule evaluations canceled without sufficient notice.**

- b) **To cancel a scheduled therapy appointment, please call during office hours and give at least 48 business hours advance notice. A mandatory fee of up to 100% of the charge will be assessed for missed appointments or appointments cancelled without this notice. Cancellations left on voicemail after business hours will be considered received as of the next business day. Reminder phone calls are not guaranteed.**

CHILDREN'S PROGRAM PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW CLINICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

Your medical record may contain personal information about your health. This information may identify you and relate to your past, present or future physical or mental health condition and related health care services and is called Protected Health Information (PHI). This Notice of Privacy Practices describes how we may use and disclose your PHI in accordance with applicable law. It also describes your rights regarding how you may gain access to and control your PHI. We are required by law to maintain the privacy of PHI and to provide you with notice of our legal duties and privacy practices with respect to PHI. We are required to abide by the terms of this Notice of Privacy Practices. We reserve the right to change the terms of our Notice of Privacy Practices at any time. Any new Notice of Privacy Practices will be effective for all PHI that we maintain at that time. We will provide you with a copy of the revised Notice of Privacy Practices by posting a copy on our website, sending a copy to you in the mail upon request or providing one to you at your next appointment.

How we may use and disclose health care information about you:

For Care or Treatment: Your PHI may be used and disclosed to any parties that are involved in payment for care or treatment. If you pay for your care or treatment completely out of pocket with no use of any insurance, you may restrict the disclosure of your PHI for payment. *Example: Your payer may require copies of your PHI during the course of a medical record request, chart audit or review.* Different personnel in our office may share information about you and disclosure information to people who do not work in our office in order to coordinate your care, such as phoning in prescriptions to your pharmacy, or scheduling lab work or consultations. Family members and other mental health/healthcare providers may be part of your clinical care outside this office and may require information about you that we have.

Federal and State law require your written consent to release mental health/health information. The Consent will specify who is to receive the information, the purpose of the release of information, and a time period after which the Consent will terminate. You may modify or revoke a Consent at any time. If we are unable to fulfill our requirements related to treatment, payment or mental health/healthcare operations, we may choose to discontinue providing you with mental health/healthcare treatment and services. In some instances, we may need specific, written authorization from you in order to disclose certain types of specifically protected information such as HIV, substance abuse and genetic testing information.

For Business Operations: We may use or disclose, as needed, your PHI in order to support our business activities including, but not limited to, quality assessment activities or employee review activities. We may also disclose PHI in the course of providing you with appointment reminders or leaving messages on your phone or at your home about questions you asked or test results. *Example: We may share your PHI with third parties that perform various business activities (e.g., information technology services, provided we have a written contract with the business that requires it to safeguard the privacy of your PHI).*

Required by Law: Under the law, we must make disclosures of your PHI available to you upon your request. In addition, we must make disclosures to the Secretary of the Department of Health and Human Services for the purpose of investigating or determining our compliance with the requirements of the Privacy Rule, if so required.

Without Authorization: Applicable law and ethical standards permit us to disclose information about you without your authorization only in a limited number of other situations. Examples of some of the types of uses and disclosures that may be made without your authorization are those that are:

- Required by Law, such as the mandatory reporting of child abuse or neglect or mandatory government agency audits or investigations (such as the Health Department)

- Required by Court Order
- Necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public. If information is disclosed to prevent or lessen a serious threat it will be disclosed to a person or persons reasonably able to prevent or lessen the threat, including the target of the threat.

Verbal Permission: We may use or disclose your information to family members that are directly involved in your receipt of services with your verbal permission.

With Authorization: Uses and disclosures not specifically permitted by applicable law will be made only with your written authorization, which may be revoked. Your explicit authorization is required to release psychotherapy notes and PHI for the purposes of marketing, subsidized treatment communication and for the sale of such information.

Your rights regarding your PHI

You have the following rights regarding PHI we maintain about you. To exercise any of these rights, please submit your request in writing to our Clinic Coordinator:

- **Right of Access to Inspect and Copy.** You have the right, which may be restricted only in exceptional circumstances or with documents released to us, to inspect and copy PHI that may be used to make decisions about services provided.
- **Right to Amend.** If you feel that the PHI we have about you is incorrect or incomplete, you may ask us to amend the information although we are not required to agree to the amendment.
- **Right to an Accounting of Disclosures.** You have the right to request an accounting of certain of the disclosures that we make of your PHI. We may charge you a reasonable fee if you request more than one accounting in any 12-month period.
- **Right to Request Restrictions.** You have the right to request a restriction or limitation on the use or disclosure of your PHI for services, payment, or business operations. We are not required to agree to your request.
- **Right to Request Confidential Communication.** You have the right to request that we communicate with you about PHI matters in a specific manner (e.g., telephone, email, postal mail, etc)
- **Right to a Copy of this Notice.** You have the right to a copy of this notice.

Website Privacy

Any personal information you provide us with via our website, including your email address, will never be sold or rented to any third party without your express permission. If you provide us with any personal or contact information in order to receive anything from us, we may collect and store that personal data. We do not automatically collect your personal email address simply because you visit our site.

Our site may contain links to other outside websites. We cannot take responsibility for the privacy policies or practices of these sites and we encourage you to check the privacy practices of all internet sites you visit. While we make every effort to ensure that all the information provided on our website is correct and accurate, we make no warranty, express or implied, as to the accuracy, completeness or timeliness, of the information available on our site. We are not liable to anyone for any loss, claim or damages caused in whole or in part, by any of the information provided on our site. By using our website, you consent to the collection and use of personal information as detailed herein. Any changes to this Privacy Policy will be made public on this site so you will know what information we collect and how we use it.

Breaches:

You will be notified immediately if we receive information that there has been a breach involving your PHI.

Complaints:

If you believe we have violated your privacy rights, you have the right to file a complaint in writing with our Clinic Coordinator at (Children's Program). If you have questions and would like additional information, you may contact us at (503) 452-8002 ext. 121.