

Threads of Hope Notice of Privacy Practices

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.

You have the right to:

- ◆ Get a copy of your paper or electronic medical record (Example: 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.)
- ◆ Correct your paper or electronic medical record (Example: If you disagree with information in your record you can ask us to make a change; we may say “no” to your request, but if so, we’ll tell you why in writing within 60 days.)
- ◆ Request confidential communication (Example: You can ask us to contact you in a specific way such as to a cell or home phone or to send mail to a different address.)
- ◆ Ask us to limit the information we share. (Example: If you choose to fully self-pay for your services, we will not share your information with your health insurer.)
- ◆ Get a list of those with whom we’ve shared your information. (If you want this information, just ask us!)
- ◆ Get a copy of this privacy notice (Want a paper or electronic copy? Just ask us.)
- ◆ Choose someone to act for you (if you’ve 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.)
- ◆ File a complaint if you believe your privacy rights have been violated (You can contact us or 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/. We will not retaliate against you for filing a complaint.)

You have some choices in the way that we use and share information as we:

- ◆ Tell family and friends about your condition (If you don’t want your spouse to know about your sessions, location, or condition, we can honor that.)
- ◆ Market our services (We will only market services to you if you have expressed interest in those services; we don’t sell client information and never will.)
- ◆ Share your progress notes (Generally these will only be shared with your permission except when mandated by law.)
- ◆ Additional Protections exist related to Substance use and reproductive health related records. (Example: if you request records be released to your employer related to work accommodations, we may redact information related to your substance use.)

We may use and share your information as we:

- ◆ Treat you (Example: Our clinical Directors may review your health information for the purpose of ensuring you are receiving quality care from your therapist.)
- ◆ Run our organization (Example: We may use your info to contact you if necessary)
- ◆ Bill for your services (Example: We give required information about you to your health insurance plan so it will pay for your services.)
- ◆ Help with public health and safety issues (Example: If we believe you or someone else may pose a serious threat to anyone’s health or safety)
- ◆ Comply with the law (Example: If you share information that causes concern for a child’s safety, we are mandated by law to report this to protect that child.)
- ◆ Address workers’ compensation, law enforcement, and other government requests. (Example: If your workers comp company requests, we may release records related to the work-related injury without additional authorization.)
- ◆ Respond to lawsuits and legal actions (Example: We can share health information about you in response to a court-issued subpoena.)

We are required by law to maintain the privacy and security of your protected health information. We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We must follow the duties and privacy practices described in this notice and give you a copy of it. We will not use or share your information other than as described here unless you tell us we can in writing. If provide that permission, you may change your mind at any time, again just let us know in writing. This notice is effective as of 9/2025. We can change the terms of this notice, and the changes will apply to all information we have about you. Any new notice will be available upon request, in our office, and on our website. The Privacy Official is Jenny Beall who can be contacted by email at help@tohounseling.com or by calling the office at 651-560-0050.