

Ubuntu Counseling

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This Notice of Privacy Practices will tell you how Ubuntu Counseling may use or disclose information about you. Not all situations will be described. Ubuntu Counseling is required to give you a notice of our privacy practices about the information we collect and keep about you. Ubuntu Counseling is required to follow the terms of the notice currently in effect.

Ubuntu Counseling May Use and Disclose Information Without Your Authorization:

- **For Treatment.** Ubuntu Counseling may use or disclose information with health care providers who are involved in your health care. For example, information may be shared to create and carry out a plan for your treatment. There are exceptions to this for some Mental Health and HIV services, and for substance abuse treatment; those services may require a signed Release of Information from you.
- **As Required by Law and For Law Enforcement.** Ubuntu Counseling will use and disclose information when required or permitted by federal or state law or by a court order.
- **For Abuse Reports and Investigations.** Ubuntu Counseling is required by law to receive and investigate reports of abuse.
- **To Avoid Harm.** Ubuntu Counseling may disclose PHI to law enforcement in order to avoid a serious threat to the health and safety of a person or the public.

Uses and Disclosures in Special Situations

We may use or disclose your PHI in the situations described below unless you notify us in writing that you would like us not to. See the information below under "Your PHI Privacy Rights" for information about how to request limitations.

- **Appointments and Other Health Information.** Ubuntu Counseling may send you reminders for upcoming appointments via email or other agreed upon communication (texts/voicemail) which may not be protected communication. Ubuntu Counseling may send you information about other treatment or health services that may be of interest to you.
- **Disclosures to Family, Friends, and Others.** Ubuntu Counseling may disclose information to your family or other persons who are involved in your medical care. You have the right to object to the sharing of this information.

Other Uses and Disclosures Require Your Written Authorization

For other situations, Ubuntu Counseling will ask for your written authorization before using or disclosing information. You may cancel this authorization at any time in writing. Ubuntu Counseling cannot take back any uses or disclosures already made with your authorization.

- **Other Laws Protect PHI.** Many programs have other laws for the use and disclosure of information about you. For example, under Federal law, you must give your written authorization for the use and disclosure of your alcohol and drug treatment records.

Your PHI Privacy Rights

Your rights include the following:

- **Right to See and Get Copies of Your Records.** In most cases, you have the right to look at or get copies of your records. You must make the request in writing. You may be charged a fee for the cost of copying your records.

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- **Right to Request a Correction or Update of Your Records.** You may ask Ubuntu Counseling to change or add missing information to your records if you think there is a mistake. You must make the request in writing, and provide a reason for your request.
- **Right to Get a List of Disclosures.** You have the right to ask Ubuntu Counseling for a list of disclosures made after April 14, 2003. You must make the request in writing. This list will not include the times that information was disclosed for treatment, payment, or health care operations. The list will not include information provided directly to you or your family, or information that was sent with your authorization.
- **Right to Request Limits on Uses or Disclosures of PHI.** You have the right to ask that Ubuntu Counseling, LLC limit how your information is used or disclosed. You must make the request in writing and tell Ubuntu Counseling what information you want to limit and to whom you want the limits to apply. Ubuntu Counseling is not required to agree to the restriction, in most cases. If requested and consistent with law, Ubuntu Counseling shall agree not to send health information to your health plan for payment of health care operating purposes if the information concerns a health care item or service for which you have paid Ubuntu Counseling out of pocket in full. You can request that the restrictions be terminated in writing or verbally.
- **Right to Be Notified of a Breach.** You have a right to be notified in the event that we (or a business associate) discover a breach of your unsecured health information. Notice of a breach will be made in accordance with federal requirements.
- **Right to Choose How We Communicate with You.** You have the right to ask that Ubuntu Counseling share information with you in a certain way or in a certain place. For example, you may ask Ubuntu Counseling to send information to your work address instead of your home address. You must make this request in writing. You do not have to explain the basis for your request.
- **Right to File a Complaint.** You have the right to file a complaint if you do not agree with how Ubuntu Counseling has used or disclosed information about you.
- **Right to Get a Paper Copy of this Notice.** You have the right to ask for a paper copy of this notice at any time.

How to contact Ubuntu Counseling to Review, Correct, or Limit Your Protected Health Information (PHI)

You may contact the Ubuntu Counseling office at the address listed at the end of this notice to:

- Ask to look at or copy your records
- Ask to correct or change your records
- Ask to limit how information about you is used or disclosed.
- Ask for a list of the times Ubuntu Counseling, LLC is used or disclosed.
- Ask to cancel an authorization.

Ubuntu Counseling may deny your request to look at, copy or change your records. If Ubuntu Counseling denies your request, Ubuntu Counseling will send you a letter that tells you why your request is being denied and how

you can ask for a review of the denial. You will also receive information about how to file a complaint with Ubuntu Counseling or with the U.S. Department of Health and Human Services, Office for Civil Rights.

How to File a Complaint or Report a Problem

You may contact any of the people listed below if you want to file a complaint or to report a problem with how Ubuntu Counseling has used or disclosed information about you. Ubuntu Counseling cannot retaliate against you for filing a complaint, cooperating in an investigation, or refusing to agree to something that you believe to be unlawful.

Oregon Board of Licensed Professional Counselors and Therapists 3218 Pringle Road SE, Suite 250, Salem, Oregon 97302-6312 Phone: (503) 378-5499