



NOTICE OF PRIVACY PRACTICES

Effective Date: August 23, 2013

THIS NOTICE DESCRIBES HOW PROTECTED MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Evergreen Youth & Family Services is permitted to make uses and disclosures of protected health information for Treatment, Payment and Health Care Operation as described in the following examples:

Treatment: We may use information about you in order to provide treatment or services. We may disclose or share information about you with any of the staff at EYFS involved in your care. Different programs at EYFS may need to share information about you in order to coordinate the care you receive. We also may request releases of information at times to coordinate your care. For instance, a psychiatrist may share information about medications you are taking with your therapist or your case manager may alert your psychiatrist about side effects you are experiencing.

Payment: We may use information about you to help obtain payment for services rendered to you. This information may be shared internally between staff such as the reception staff telling your therapist that your insurance plan provides for ten visits or your therapist telling the billing staff your diagnosis in order to include this on the billing form. We will also share information with insurance companies if you authorize your insurance company to be billed such as our providing a diagnosis or a list of the specific services you have received in order to obtain payment.

Health Care Operations: We may use information about you with our staff in order to help coordinate your care or to direct our staff and make sure supplies and other resources are available. For instance, we may review your records to monitor our quality of care and your documentation of your care; we may involve support staff in your care to type clinical records or to schedule your services; we may use your case as a discussion point in clinical meetings where cases are reviewed and discussed.

Besides the uses described for treatment, payment, and operations, Evergreen Youth & Family Services is permitted or required, under specific circumstances, to use or disclose an individual's protected health information at other times without the individual's written authorization. Some examples of these are:

Health Oversight Activities: We may disclose information to a government group to allow them to monitor the health care system. Examples would be license surveys, audits, investigations, inspections, and compliance with civil rights.

Lawsuits and Law Enforcement Request: If you are involved in a lawsuit, we may disclose information about you in response to a court order. If we are presented with a court order we will provide information to law enforcement about you.

Protection of Vulnerable Persons: We may reveal information about you if there is a necessity to report abuse of a child or vulnerable adults.

National Security: If required by law we may reveal information about you to federal officials involved in national security or federal protective services.

Other Legal Disclosures: If state or federal law compels Evergreen Youth & Family Services to release information, we will release it.

Other uses and disclosures will be made only with the individual's written authorization, and the individual may revoke such authorization. Written authorizations will be valid for one year, after which time they will need to



be renewed if they are to continue. This is true even for individuals who die, their written authorizations continue to the end of the year they were in effect.

Evergreen Youth & Family Services may contact individual clients to provide appointment reminders or information about treatment or alternative treatments or other health related benefits and services that may be of interest to the individual.

Individuals have the following rights regarding protected health information:

Restrictions: The right to request restrictions on certain uses and disclosures of protected health information. Evergreen Youth & Family Services is not required to agree to a requested restriction, however.

Confidential Communications: The right to receive confidential communications of protected health information, as applicable.

Inspect and Copy: The right to inspect and receive a copy of protected health information, as provided in the Privacy Regulation. You may be charged a fee for this service.

Amend: The right to amend protected health information, as provided in the Privacy Regulation.

Accounting of Disclosures: The right to receive an accounting of disclosure of protected health information.

Right to Obtain Notice: The right to obtain a paper copy of this Notice from the covered entity upon request.

Evergreen Youth & Family Services is required by law to maintain the privacy of protected health information and to provide individuals with notice of its legal duties and privacy practices with respect to protected health information. This Notice of Privacy Practices fulfills this purpose.

Evergreen Youth & Family Services will provide all new clients with a copy of this Notice of Privacy Practices when they are completing the registration process before their first service. This may be delayed in instances where individuals are so upset that this would be impractical or unsafe. In these instances, as soon as the individual is calmer, this Notice will be given.

Evergreen Youth & Family Services is required to abide by the terms of the Notice currently in effect.

Evergreen Youth & Family Services reserves the right to changes the terms of this Notice. Evergreen Youth & Family Services reserves the right to make new Notice provisions effective for all protected health information that it maintains or to apply it only to new information obtained or created after the date of the change in the Notice.

Evergreen Youth & Family Services will provide individuals or clients with a revised Notice by posting the new Notice in the lobby of its offices. Any person may ask for a copy of the new Notice.

Evergreen Youth & Family Services will provide written copies of the Notice and will have electronic versions available on Microsoft Work for email. Also, copies will be available on Evergreen's web page at www.evergreenyfs.org.



Individuals may complain to Evergreen Youth & Family Services and to the Secretary of the Department of Health and Human Services without fear of retaliation by the organization, if they believe their privacy rights have been violated. A brief description of how the individual may file a complaint follows:

1. Make your complaint known to agency staff involved with your care or in the reception area and ask for a remedy.
2. If you are unsatisfied with the resolution of your complaint, ask to have a form to put your complaint into writing.
3. Your complaint will be logged and then directed to the EYS Program Director.
4. If you are afraid to address your complaint to persons involved in your care then do not do so; instead ask the reception staff for a complaint form. You are not required to address the persons involved with your care regarding your complaint unless you are comfortable doing so.

You may complain if you believe your privacy rights have been violated. You cannot be denied service or treated badly because you have made a complaint.

Please address complaints to:

Evergreen Youth & Family Services
Attn: Evergreen YFS Executive Director
PO Box 662
Bemidji, MN 56619
1-218-751-8223 ext. 115

Or you may choose to contact your state agency at:

MN Department of Human Services
Attn: Privacy Official
PO Box 64998
St. Paul, MN 55164-0998

Or you may choose to contact your federal civil rights office at:

US Department of Health & Human Services
Office for Civil Rights, Region V
223 N. Michigan Avenue, Suite 240
Chicago, IL 60601
1-312-866-2359 or 1-800-368-1019 or 1-866-282-0659

Evergreen Youth & Family Services elects to limit the uses or disclosures that it is permitted to make, as follows: Other uses and disclosure of information not covered in this Notice or the laws that apply to its use will be made only with your written permission. If you provide us permission to use or disclose information, you may revoke that permission, in writing, at any time.



ADDITIONAL CLIENT RIGHTS

NO SHOW POLICY:

It is the policy of Evergreen Youth & Family Services to inform patients of the importance of keeping appointments and the expectation they must maintain scheduled visits or cancel as soon as they know they will be unable to keep the appointment, at least 48 hours where possible. To provide quality care, Evergreen may investigate the causes of no shows and under certain conditions, the patient may be prevented from scheduling future appointments. Every effort will be made to work with clients who demonstrate a commitment to continued care. The limit for no-shows is up to three (3) times for current clients and two (2) for initial appointments (new clients), every 6 months. A patient is considered late after 15 minutes. It is then at the provider's discretion whether they can see the client or whether they will need to re-schedule.

QUALITY TREATMENT:

Evergreen Youth & Family Services is a non-profit organization committed to serving the mental health needs of citizens in North Central and North West Minnesota primarily.

EQUAL ACCESS:

Evergreen Youth & Family Services provides equal access to employment, programs, and services without regard to race, color, creed, religion, age, sex, handicap, marital status, sexual orientation, HIV status, public assistance, criminal record, or national origin. As required by section 5604 of the Rehabilitation Act of 1973, EYFS provides a procedure to resolve complaints of discrimination on the basis of handicap. If you believe you have been discriminated against by us, contact the EYS Program Director by phone or letter.

MINOR RIGHTS:

If you are a minor, you have a legal right to request that information about you not be shared with your parents. You will need to make this request in writing, state your reasons for withholding this information, and show that you understand the consequences of doing so. In some cases we can withhold this information without your formal request. Feel free to discuss this with your counselor.

TREATMENT PLANNING AND GOALS:

You have the right and responsibility to participate in helping determine your treatment plan and reaching your goals. If you feel you have not been allowed to help in this process, or that a change in counselors might be helpful to you, please advise your counselor or contact the EYS Program Director.

SUPPLYING INFORMATION:

You have the right to refuse to supply the information we request. However, without certain information, we may not be able to provide you with services. If you feel that certain information we request is an unwarranted invasion of privacy, please ask us for clarification.

STAFF RIGHTS:

Staff has the right:

- To their personal life and to respect for their personal privacy;
- To courtesy and freedom from verbal abuse, harassment, and threats;
- To your full cooperation and full participation in the therapy process;
- To your reliability and promptness in keeping your appointments, and to 24 hour notice when cancellations are unavoidable;
 - To terminate treatment or recommend a transfer if reasonable progress is not being made.