

Piedmont Counseling Center
129 Allen Street, Kernersville, NC 27284
336-293-7406 Web: pmtcounseling.com

NOTICE OF PRIVACY PRACTICES FOR MENTAL HEALTH SERVICES TO PROTECT THE
PRIVACY OF YOUR HEALTH INFORMATION

EFFECTIVE DATE: 05-01-2013 (The date Piedmont Counseling Center began operations)

When you receive services at Piedmont Counseling Center, a record of these services is kept, including your interactions with your clinician and records of payment for said services.

The staff of Piedmont Counseling Center is required by law to maintain the privacy of your protected health information and to provide you with this notice of privacy practices.

Protected health information is personal information about the clients of Piedmont Counseling Center, such as your address, that you are receiving treatment, your diagnosis, or comments you may have made to your clinician.

Your protected health information is kept private. It may not be shared with others outside of Piedmont Counseling Center, except in specific circumstances, explained below. When such information is shared, a record is kept, to further protect the highly sensitive and private nature of your protected health information.

The entire staff at Piedmont Counseling Center has been trained in procedures for guarding the privacy of your protected health information.

Applicable Federal and State Law allows use and disclosure of your protected Health Information for the following purposes:

- Treatment (providing information needed for healthcare purposes to other staff at Piedmont Counseling Center, or other outside facilities and providers who are providing you with health care treatment and are in need of healthcare related information to properly care for you)
- Abuse reporting (Psychologists are mandated reporters of abuse of children and handicapped, elderly, or vulnerable adults)
- Payment (providing information to insurers or other 3rd parties that pay for your services at Piedmont Counseling Center)
- Preventing a suicide, homicide, or harm to another person
- When required by law or court order
- Health Care oversight (inspection of records by a regulatory board or other organization with due authority)
- With your written permission

You have the right to:

- Review your record
- Obtain a copy of your record

- Request that your record be corrected (our staff will not falsify a record, but will note your request in the record and make amendments when in our staff's professional judgment, an amendment is warranted).
- Request that we not disclose your records (there may be circumstances when we cannot honor your request, such as when required to present information to your insurance company or to respond to a court order. In all cases, we will respond to your request with accurate information about the course of action we will take).
- Receive an accounting of disclosures of your protected health information.
- Receive a paper copy of Piedmont Counseling Center's notice of privacy practices

COMPLAINTS

Your safety and wellbeing is our top priority at Piedmont Counseling Center. We want to ensure that each person we serve feels safe and cared for by our staff.

- If you are concerned that your privacy rights have been violated, we encourage you as a first step, to discuss your concerns with your clinician.
- The Office Manager at Piedmont Counseling Center, Anne Staley, is also able to take your complaint and attempt to help address your issue. Ms. Staley can be reached at 336-497-0741.
- You may speak with the owner of Piedmont Counseling Center, Dr. Spriggs, who will attempt to address your complaint. Dr. Spriggs can be reached at 336-497-0742.
- If the above options do not meet your need, you may file complaints with the appropriate regulatory board in the state of North Carolina:
 - 1) **If your clinician is a Licensed Professional Counselor (LPC):**
 NC Board of Licensed Professional Counselors
 PO Box 77819
 Greensboro, NC 27417
 336-217-6007
<http://www.ncblpc.org/Enforcement>
 - 2) **If your clinician is a Psychiatrist:**
 NC Medical Board
 PO Box 20007
 Raleigh, NC, 27619-0007
 1-800-253-9653
<https://www.ncmedboard.org/resources-information/consumer-resources/complaint-process>
 - 3) **If your clinician is a Psychologist:**
 NC Psychology Board
 895 State Farm Road, Suite 101
 Boone, NC 28607
 828-262-2258
<http://www.ncpsychologyboard.org/complaints/>
 - 4) **If your Clinician is a Social Worker:**
 NCSWCLB
 P.O. Box 1043
 Asheboro, NC 27204
 1-866-397-5263
<http://www.ncswboard.org/page/complaintdisciplinary-process.html>