

### **Notice of Privacy Practices and Client Rights**

This notice describes how Protected Health Information (PHI) about clients of Liz Mau, M.S., Licensed Psychologist (from this point forward known as “the entity”) can be used and disclosed, client rights to access and amend their information, and grievance procedures. The following policies and procedures are based on Privacy requirements of the Health Insurance Portability and Accountability Act (HIPAA) and the Minnesota Government Data Practices Act.

- Federal and State laws prohibit this entity from sharing any information about clients at any time without written consent of the individual unless one of the following:
  1. If it is court-ordered.
  2. If I have reason to believe that there is child abuse, maltreatment of a vulnerable adult, if a pregnant woman has used a controlled substance (e.g. cocaine, heroin) for a non-medical purpose during the pregnancy, or if the individual is determined a threat to themselves or others. State and Federal laws require me to report this issues to the appropriate agencies.
  3. If a non-custodial parent request information, they may receive information about my services to their child, but no about services to the other parent.
  4. If your account is delinquent, I may attempt to obtain reimbursement through small claims court to a collection agency. I may also report delinquent accounts to credit bureaus.
  5. Examination for an audit or accreditation.
  6. If a new statute, Federal law, or State Commissioner of Administration authorizes a new use of the information after you had been given this notice.
- Minnesota State Law authorizes that a minor has the right to request the Private data about them be kept from their parents. This request will be honored if I believe it is in the best interest of the child.
- The entity does not directly bill insurance, however, if it is requested you are aware that you are giving this therapist permission to disclose protected health information (PHI) for treatment, or billing (if applicable).
- The entity is permitted or required, under specific circumstances, to share limited information for professional development in supervision and/or case consultation. Care will be taken to share limited demographic information, with the focus being on clinic content, conduct, and treatment.
- Other uses and disclosures will be made only with the individual(s) written authorization and the individual may revoke such authorization at any time.

#### **Client Rights**

Individuals have the following rights regarding protected health information; the extent of and exceptions to these rights are defined in the Privacy Regulation:

1. The right to request restrictions or certain uses and disclosures of protected health information.
  2. The right to receive confidential communications of protected information, as applicable.
  3. The right to inspect and copy protected health information, as applicable.
  4. The right to request amendment of your protected health information, as applicable.
  5. The right to receive an accounting of disclosures of protected health information, as applicable.
- Individuals are not required to give any information about themselves; however, without this information I may not be able to complete the most thorough evaluation process, treatment plan development, and therapeutic services. The information will also be used to establish your ability to pay for these services.
  - Individuals have the right to view their protected health information with the following exceptions:
    1. If the therapist believes that it will be harmful to the client or others.
    2. Information compiled in anticipation of, or for use in, a civil, criminal or administrative action or proceeding.
    3. Information obtained from someone other than a healthcare provider under a promise of confidentiality and the access requested would be likely to reveal the source of information.

#### **Grievances**

**What is a grievance?** A grievance is any complaint or concern that a client, referring agency, or person(s) in the community has about the service and/or treatment associate with this entity. This entity is committed to processing grievances in a timely and respectful manner.

**How to file a grievance:** It is highly encouraged that any grievances be communicated in the written form whenever possible, and to file these complaints within one month of when the situation occurred. If you wish to file a grievance, the entity requests you follow these procedures:

1. Share the complaint or concern with Liz Mau, M.S, L.P. at 651-430-2212.
2. If satisfactory solution to the situation is not obtained through meeting with me, then you may contact the Minnesota Board of Psychology at 612-617-2230.