

NOTICE OF PRIVACY PRACTICES

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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.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information (PHI).
- 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 you tell us we can, you may change your mind at any time.

How We May Use and Share Your Information

For Treatment, Payment, and Health Care Operations (TPO)

- **Treatment:** To provide your care, coordinate services, and consult with other providers at your request.
- **Payment:** To bill and receive payment for services, including verifying benefits and eligibility.
- **Health Care Operations:** For practice management, quality assessment, training, accreditation, and auditing.

Other Uses and Disclosures Permitted or Required by Law

- To you, upon request, including electronic access to your records.
- To business associates performing services for us under written contract.
- Public health and safety: to prevent disease, report adverse reactions, or report suspected abuse or neglect as required by law.
- Health oversight activities and audits.
- Law enforcement, judicial and administrative proceedings, or when otherwise required by law.
- To avert a serious threat to health or safety.
- Specialized government functions, workers' compensation, and for coroners/medical examiners as applicable.
- Limited research activities as permitted by law.

Uses and Disclosures Requiring Your Written Authorization

We will obtain your written authorization before using or disclosing your information for:

- Most uses of psychotherapy notes.
- Marketing communications and the sale of PHI.
- Any other uses and disclosures not described in this notice.

You may revoke an authorization at any time in writing, except to the extent we have already acted based on it.

Your Rights Regarding Your Information

- **Inspect and obtain a copy:** You can ask to see or get an electronic or paper copy of your records; we will provide a copy or summary, usually within 30 days, and may charge a reasonable fee.
- **Ask us to correct (amend):** You can ask us to correct information you think is incorrect or incomplete.
- **Request a restriction:** You can ask us not to use or share certain information for TPO; we are not required to agree except for disclosures to a health plan for services you paid for in full.
- **Request confidential communications:** You can ask us to contact you in a specific way (for example, at work or by mail).
- **Get a list (accounting) of disclosures:** You can ask for a list of disclosures we made of your information for six years prior to your request, except for those made for TPO.
- **Get a copy of this notice:** You can ask for a paper copy of this notice at any time, even if you agreed to receive it electronically.
- **Choose someone to act for you:** If you have 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 without retaliation:** You can complain if you feel we have violated your rights.

Questions or Complaints

If you have questions or wish to file a complaint, contact our Privacy Officer: **Jeremy Collins, M.Ed., LPC**, 825 W 11th St, Suite G, Austin, TX 78701, Phone: 512-839-4872. You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. We will not retaliate against you for filing a complaint.

Changes to This Notice

We may change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website, if applicable.

Telehealth and Communications

Telehealth services are provided in accordance with applicable law. We may contact you regarding appointments or billing by phone, email, or text. You may request alternative means or locations for communications.

Effective date: October 29, 2025

Jeremy Collins, M.Ed., LPC