

Crossroads Counseling Center is here to serve your needs. We appreciate the trust you have placed in us, and we are committed to using protected information about you responsibly.

Notice of Privacy Practices/Confidentiality

Understanding Your Health Information

A case file is maintained during the course of your treatment here. Your record may include, but is not limited to daily progress notes, treatment plan, assessments, drawings, photographs, and videotaped sessions. This record is the property of Crossroads Counseling Center and serves as:

- A basis for planning your care and treatment
- A means of communication among the professionals who contribute to your care
- A legal document describing the care you received
- A means by which you or a third-party payer can verify that services billed were actually provided
- A tool in educating professionals
- Resource of data for our practice planning and marketing
- A tool with which we can assess and continually work to improve the care we render and the outcomes we achieve

An understanding of what is in your record and how health information is used will help you to:

- Ensure its accuracy
- Better understand who, what, when, where, and why others may access your health information
- Make more informed decisions when authorizing disclosure to others

If you have any questions about the given information please discuss it with your therapist and/or our Practice Manager, who serves as our Privacy Officer. You can contact us at 327-6633.

How Will My Information Be Used?

We will use the information that we get from you and others about your health, to provide you with **treatment** (i.e., assessing needs, developing goals and interventions, tracking course of treatment), arrange **payment** (i.e., billing your insurance company, Medicaid, MCO), and for regular **healthcare operations** (i.e., quality improvement, marketing).

If you or we want to use or disclose (send, share, release) your information for any purposes other than treatment, payment, and/or operations we will discuss this with you and ask you to sign an authorization form to allow this.

No information will be released to anyone without your permission **except** where the State of North Carolina mandates, such as:

- In the interest of public safety (life threatening situation regarding self or others)
- In response to a medical emergency
- In response to court order or subpoena
- Where state law requires disclosure (suspected child or disabled adult abuse, communicable disease)

Clients' Rights

1. You have the right to treatment, including access to medical care and habilitation, regardless of age or degree of MH/IDD/SA disability.
2. You have the right to an individualized written treatment plan and the right to access medical care for treatment of physical ailments.
3. You can ask us to communicate with you about your health and related issues in a particular way or at a certain place which is more private for you (e.g., call you at home and not at work to schedule or cancel an appointment). Please use the space provided on the intake form to specify how you would like us to communicate with you.

4. You have the right to be involved in decisions about your care as family members or others who you agree to be involved in your care. You have the right to an emergency treatment without your written release. You have the right to be notified of your health information. You have the right to request and review your health information.
5. You have the right to file a complaint with the State of North Carolina if you believe your health information has been used or disclosed in a way that is not permitted by this notice. You have the right to request and review your health information.
6. If you believe your health information is not accurate, you have the right to request and review your health information. You have the right to request and review your health information.

7. You have the right to information in our waiting room. You have the right to information in our waiting room.
8. You have the right to a dissatisfied complaint of the Department of Health and Human Services. You have the right to a dissatisfied complaint of the Department of Health and Human Services.

9. You have the right to revoke your authorization to use or disclose information except to the extent that action has already been taken. Your therapist or the Privacy Officer can provide you with the appropriate form.
10. You have the right to request an accounting of disclosures of your protected health information. Your therapist or the Privacy Officer can provide you with the appropriate form.
11. You may withdraw from services at any time unless otherwise ordered by the court.

Parental Consent for Services

In accordance with the State law and/or acceptable standards of care, Crossroads Counseling Center must obtain written authorization by a legal guardian or custodian in order to provide services to a minor child. This would enable the assigned therapist to:

- Provide individual therapy sessions to your child
- Conduct interviews, tests, observations, and questionnaires
- Provide information to day care center, school, or other caregivers or facilities, with a written release from you, which would aid in the facility in working with your child.

Services will be terminated or a referral made to another facility should it be determined that your child does not need additional treatment or that he/she would be better served by another facility.

Maintenance of Records and Termination

The case file records will be maintained under lock.

Termination may occur when there has been no contact with you for at least ninety (90) days. Upon termination from services, the case file will become inactive but will remain secure for a period of at eleven (11) years. At this time, the case file and any related information will be destroyed.

Videotaped sessions may not be kept on file as an integrated aspect of the case file and may be destroyed immediately following review by the therapist.

Appointment Times and Scheduling

A counseling hour is approximately 45-50 minutes. If you should need to cancel or change an appointment, we request 24 hours notice. You may be charged a fee for failure to give this notice. If you have a standing, recurring appointment and miss two consecutive appointments without notice, future standing appointments will be canceled. You would need to speak directly with your therapist to reschedule.

Disability Rights of North Carolina 1-877-235-4210

Mission Statement

Crossroads Counseling Center is a private agency committed to promoting the well-being of children, adolescents, adults, and families by providing quality therapeutic and culturally competent services, child and family advocacy, and community education. We understand the many difficulties facing families today, and it is our mission to assist those we serve to achieve their maximum potential by providing services specific to their needs.



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