**PRIVACY PRACTICES**

**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.**  
  
Gentle Shepherd Counseling Center (GSCC) is committed to protecting your privacy. The Practice is required by federal law to maintain the privacy of Protected Health Information (“PHI”), which is information that identifies or could be used to identify you. GSCC is required to provide you with this Notice of Privacy Practices (this “Notice”), which explains the Practice's legal duties and privacy practices and your rights regarding PHI that we collect and maintain.  
  
**YOUR RIGHTS**

Your rights regarding PHI are explained below. To exercise these rights, please submit a written request to GSCC at the address noted below.  
  
**To inspect and copy PHI.**  
•You can ask for an electronic or paper copy of PHI. We charge a basic fee of $25.  
• GSCC may deny your request if it believes the disclosure will endanger your life or another person's life. You may have a right to have this decision reviewed.  
  
**To amend PHI.**  
• You can ask to correct PHI you believe is incorrect or incomplete. Make your request in writing and provide a reason for the request.  
• GSCC may deny your request. GSCC will send a written explanation for the denial and allow you to submit a written statement of disagreement.  
  
**To request confidential communications.**  
• You can ask GSCC to contact you in a specific way.  
  
**To limit what is used or shared.**  
• You can ask GSCC not to use or share PHI for treatment, payment, or business operations. GSCC is not required to agree if it would affect your care.  
• If you pay for a service or health care item out-of-pocket in full, you can ask GSCC not to share PHI with your health insurer.  
 **To obtain a list of those with whom your PHI has been shared.**  
• You can ask for a list of the times your health information has been shared. You can receive one accounting every 12 months at no charge, but you may be charged a reasonable fee if you ask for one more frequently.  
  
**To receive a copy of this Notice.**  
• You can ask for a paper copy of this Notice, even if you agreed to receive the Notice electronically.

**To 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.  
  
**To file a complaint if you feel your rights are violated.**You can file a complaint by contacting GSCC using the following information:

Emily Indorf, MA, LPCC-S, Executive and Clinical Director  
1469 S Main St. North Canton, OH 44720  
330-499-3065 or email "Attn. Emily" to info@gsccohio.com

You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).

The Practice will not retaliate against you for filing a complaint.  
  
**OUR USES AND DISCLOSURES**

**1. Routine Uses and Disclosures of PHI**GSCC is permitted under federal law to use and disclose PHI, without your written authorization, for certain routine uses and disclosures, such as those made for treatment, payment, and the operation of our business. GSCC typically uses or shares your health information in the following ways:  
  
 **To treat you.** • The Practice can use and share PHI with other professionals who are treating you.  
 • Example: Your primary care doctor asks about your mental health treatment.  
  
 **To run the health care operations.** • The Practice can use and share PHI to run the business, improve your care, and contact you.  
 • Example: The Practice uses PHI to send you appointment reminders if you choose.  
  
 **To bill for your services.** • The Practice can use and share PHI to bill and get payment from health plans or other entities.  
 • Example: The Practice gives PHI to your health insurance plan so it will pay for your services.  
  
**2. Uses and Disclosures of PHI That May Be Made Without Your Authorization or Opportunity to Object**The Practice may use or disclose PHI without your authorization or an opportunity for you to object, including:  
  
 **To help with public health and safety issues** • Public health: To prevent the spread of disease, assist in product recalls, and report adverse reactions to

medication.  
 • Required by the Secretary of Health and Human Services: We may be required to disclose your PHI to the

Secretary of Health and Human Services to investigate or determine our compliance with the requirements of the

final rule on Standards for Privacy of Individually Identifiable Health Information.  
 • Health oversight: For audits, investigations, and inspections by government agencies that oversee the health care

system, government benefit programs, other government regulatory programs, and civil rights laws.  
 • Serious threat to health or safety: To prevent a serious and imminent threat.  
 • Abuse or Neglect: To report abuse, neglect, or domestic violence.  
  
 **To comply with law, law enforcement, or other government requests** • Required by law: If required by federal, state or local law.  
 • Judicial and administrative proceedings: To respond to a court order, subpoena, or discovery request.  
 • Law enforcement: For law locate and identify you or disclose information about a victim of a crime.  
 • Specialized Government Functions: For military or national security concerns, including intelligence, protective

services for heads of state, or your security clearance.  
 • National security and intelligence activities: For intelligence, counterintelligence, protection of the President,

other authorized persons or foreign heads of state, for purpose of determining your own security clearance and

other national security activities authorized by law.  
 • Workers' Compensation: To comply with workers' compensation laws or support claims.  
  
 **To comply with other requests** • Coroners and Funeral Directors: To perform their legally authorized duties.  
 • Inmates: The Practice created or received your PHI in the course of providing care.  
 • Business Associates: To organizations that perform functions, activities or services on our behalf.  
  
**3. Uses and Disclosures of PHI That May Be Made With Your Authorization or Opportunity to Object**Unless you object, GSCC may disclose PHI:  
  
 **To your family, friends, or others if PHI directly relates to that person's involvement in your care.**  
 **If it is in your best interest because you are unable to state your preference.**  
 You may revoke your authorization, at any time, by contacting GSCC in writing, using the information above. GSCC

will not use or share PHI other than as described in Notice unless you give your permission in writing.  
  
**OUR RESPONSIBILITIES**

**1. GSCC is required by law to maintain the privacy and security of PHI.  
2. GSCC is required to abide by the terms of this Notice currently in effect. Where more stringent state or**

**federal law governs PHI, GSCC will abide by the more stringent law.  
3. GSCC reserves the right to amend Notice. All changes are applicable to PHI collected and maintained**

**by GSCC. Should GSCC make changes, you may obtain a revised Notice by requesting a copy from**

**GSCC, using the information above, or by viewing a copy on the website: www.gentle-shepherd.com  
4. GSCC will inform you if PHI is compromised in a breach.**  
  
This Notice is effective on 8/11/2023.