

911 At Ease International, Inc.
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NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW YOUR HEALTH INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. YOU MAY HAVE ADDITIONAL RIGHTS UNDER STATE AND LOCAL LAW. PLEASE SEEK LEGAL COUNSEL FROM AN ATTORNEY LICENSED IN YOUR STATE IF YOU HAVE QUESTIONS REGARDING YOUR RIGHTS TO HEALTH CARE INFORMATION.

EFFECTIVE DATE OF THIS NOTICE

This notice went into effect on 03/31/2020.

ACKNOWLEDGEMENT OF RECEIPT OF PRIVACY NOTICE

Under the Health Insurance Portability and Accountability Act of 1996 (hereafter, "HIPAA"), you have certain rights regarding the use and disclosure of your protected health information (hereafter, "PHI").

I. OUR PLEDGE REGARDING HEALTH INFORMATION:

911 At Ease International, Inc. (911AEI) understands that health information about you and your health care is personal. We are committed to protecting health information about you. 911AEI creates a record of the initial intake information, the assignment of the clinician you will receive care from and may need to access further information if we are called upon to reassign you to another clinician for care or the need to assist with other referral services. 911AEI needs this record to provide payment for counseling services and comply with certain legal requirements. This notice applies to all the records of your care generated by this mental health referral practice. This notice will tell you about the ways in which 911AEI may use and disclose health information about you. This notice describes your rights to the health information we keep about you and describes certain obligations we have regarding the use and disclosure of your health information.

911AEI is required by law to:

- Make sure that PHI that identifies you is kept private.
- Give you this notice of our legal duties and privacy practices with respect to health information.
- Follow the terms of the notice that is currently in effect.
- 911AEI can change the terms of this Notice, and such changes will apply to all the information we have about you. The new Notice will be available upon request and/or on our website.

II. HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU:

The following categories describe different ways that 911AEI uses and discloses health information. For each category of use or disclosure we will explain what we mean and try to give some examples. Not every use or disclosure in a category will be listed. However, the ways we are permitted to use and disclose information will fall within one of the categories.

For Treatment Payment, or Health Care Operations: Federal privacy rules (regulations) allow health care providers who have direct treatment relationship with the patient/client to use or disclose the patient/client's personal health information without the patient's written authorization, to carry out the health care provider's own treatment plan, payment or health care operations. 911AEI may also disclose your PHI for the treatment activities of any health care provider, without the patient's written authorization. For example, if a clinician were to consult with another licensed health care provider about your condition, we would be permitted to use and disclose your PHI, which is otherwise confidential, in order to assist the clinician in diagnosis and treatment of your health condition.

Disclosures for treatment purposes are not limited to the minimum necessary standard. Because therapists and other health care providers need access to the full record and/or full and complete information in order to provide quality care. The word "treatment" includes, among other things, the coordination and management of health care providers with a third party, consultations between health care providers and referrals of a patient for health care to another provider

Lawsuits and Disputes: If you are involved in a lawsuit, 911AEI may disclose health information in response to a court or administrative order. 911AEI may also disclose health information about you or your minor child(ren) in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

III. CERTAIN USES AND DISCLOSURES REQUIRE YOUR AUTHORIZATION:

1. **Medical and Mental Health Records.** 911AEI does not keep mental health or medical records (progress notes, diagnosis, psychotherapy notes, etc.) on any clients requesting services. We do keep initial intake information and client/clinician assignments in order to provide accurate payment for counseling services.
2. **Marketing Purposes.** 911AEI will not use or disclose your PHI for marketing purposes without your prior written consent. For example, if 911AEI requests a review from you and plans to share the review with the public, online or elsewhere to advertise about the program or organization then 911AEI will provide you with a release form and HIPAA authorization. The HIPAA authorization is required in the instance that your review contains PHI (i.e., your name, the date of the service you received, the kind of treatment you are seeking or other personal health details). Because you may not realize which information you provide is considered PHI, 911AEI will send you a HIPAA authorization and request your signature regardless of the content of your review. Once you complete the HIPAA authorization, 911AEI will have the legal right to use your review for advertising and marketing purposes, even if it contains PHI. You may withdraw this consent at any time by submitting a written request via email address or via certified mail to headquarters address. Once 911AEI has received your written withdrawal of consent, 911AEI will remove your review from the website and from any other places where it may have been posted. 911AEI cannot guarantee that others who may have copied your review from the website or from other locations will also remove the review. This is a risk that 911AEI wants you to be aware of, should you give us permission to post your review.
3. **Sale of PHI.** 911AEI will not sell your PHI.

IV. USES AND DISCLOSURES THAT DO NOT REQUIRE YOUR AUTHORIZATION.

Subject to certain limitations in the law, 911AEI can use and disclose your PHI without your Authorization for the following reasons. 911AEI is required to meet certain legal conditions before we can share your information for these purposes:

1. Appointment reminders and health related benefits or services. 911AEI may also use and disclose your PHI to tell you about treatment alternatives, or other health care services or benefits that we offer.
2. When disclosure is required by state or federal law, and the use or disclosure complies with and is limited to the relevant requirements of such law.
3. For public health activities, including reporting suspected child, elder, or dependent adult abuse, or preventing or reducing a serious threat to anyone's health or safety.
4. For health oversight activities, including audits and investigations.
5. For judicial and administrative proceedings, including responding to a court or administrative order or subpoena, although our preference is to obtain an authorization from you before doing so if 911AEI is so allowed by the court or administrative officials.
6. For law enforcement purposes, including reporting crimes occurring on our premises.
7. To coroners or medical examiners, when such individuals are performing duties authorized by law.
8. For research purposes, including studying and comparing the mental health of patients who received one form of therapy versus those who received another form of therapy for the same condition.
9. Specialized government functions, including, ensuring the proper execution of military missions; protecting the President of the United States; conducting intelligence or counterintelligence operations; or, helping to ensure the safety of those working within or housed in correctional institutions.
10. For workers' compensation purposes. Although my preference is to obtain an Authorization from you, 911AEI may provide your PHI in order to comply with workers' compensation laws.

11. For organ and tissue donation requests.

V. CERTAIN USES AND DISCLOSURES REQUIRE YOU TO HAVE THE OPPORTUNITY TO OBJECT.

Disclosures to family, friends, or others: You have the right and choice to tell 911AEI that we may provide your PHI to a family member, friend, or other person whom you indicate is involved in your care or to share your information in a disaster relief situation. The opportunity to consent may be obtained retroactively in emergency situations to mitigate a serious and immediate threat to health or safety or if you are unconscious.

VI. YOU HAVE THE FOLLOWING RIGHTS WITH RESPECT TO YOUR PHI:

1. **The Right to Request Limits on Uses and Disclosures of Your PHI.** You have the right to ask 911AEI not to use or disclose certain PHI for treatment, payment, or health care operations purposes. We are not required to agree to your request, and may say “no” if we believe it would affect your health care.
2. **The Right to Request Restrictions for Out-of-Pocket Expenses Paid for In Full.** You have the right to request restrictions on the disclosure of your PHI to health plans for payment or health care operations purposes if the PHI pertains solely to a health care item or a health care service that you have paid for out-of-pocket in full.
3. **The Right to Choose How 911AEI Sends PHI to You.** You have the right to ask us to contact you in a specific way (Ex. home or office phone) or to send mail to a different address, and we will agree to all reasonable requests.
4. **The Right to See and Get Copies of Your PHI.** Other than in limited circumstances, you have the right to get an electronic or paper copy of your medical record and other information that 911AEI may have about you. Ask us how to do this. 911AEI will provide you with a copy of your record, or if you agree, a summary of it within 30 days of receiving your written request.
5. **The Right to Get a List of the Disclosures 911AEI Has Made.** You have the right to request a list of instances in which we have disclosed your PHI for purposes other than treatment, payment, or health care operations, and other disclosures (such as any you ask me to make). 911AEI will respond to your request for an accounting of disclosures within 60 days of receiving your request. The list 911AEI will give you will include disclosures made in the last six years unless you request a shorter time. 911AEI will provide the list to you at no charge, but if you make more than one request in the same year, we will charge a reasonable cost-based fee for additional requests.
6. **The Right to Correct or Update Your PHI.** If you believe that there is a mistake in your PHI, or that a piece of important information is missing from your PHI, you have the right to request that 911AEI correct the existing information or add the missing information. 911AEI may say “no” to your request but will tell you why in writing within 60 days of receiving your request.
7. **The Right to Get a Paper or Electronic Copy of this Notice.** You have the right to get a paper copy of this Notice, and you have the right to get a copy of this notice by email. And, even if you have agreed to receive this Notice via email, you also have the right to request a paper copy of it. We may elect to charge you a reasonable cost-based fee for your request.
8. **The Right 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 make choices about your health information.
9. **The Right to Revoke an Authorization.**
10. **The Right to Opt-Out of Communications and Fundraising from our Organization.**
11. **The Right to File a Complaint.** You can file a complaint if you feel 911AEI has violated your rights by contacting us using the information on page one or by filing a complaint with the HHS Office for Civil Rights located at 200 Independence Avenue, S.W., Washington D.C. 20201, calling HHS at (877) 696-6775, or by visiting www.hhs.gov/ocr/privacy/hipaa/complaints. 911AEI will not retaliate against you for filing a complaint.

VII. CHANGES TO THIS NOTICE

911AEI can change the terms of this Notice, and such changes will apply to all the information we have about you. The new Notice will be available upon request and on our website.