



NEW DIRECTIONS

H E A L T H C A R E

Notice of Privacy Policies

Licensed Drug and Alcohol Rehabilitation Facility

Our Privacy Practices

This is a summary of the Notice of Privacy Practices an Affiliate of Commonwealth Health, promises to maintain the confidentiality of your protected health information (“PHI”). PHI is health information about you that we have in our records.

Federal and State Laws

We are required by federal regulations called the “HIPAA Privacy Regulations” to protect the confidentiality of your health information. We are also required to comply with Pennsylvania laws that are more stringent than the HIPAA Privacy Regulations. If you are receiving mental health, mental retardation, or drug and alcohol abuse rehabilitation services, we will comply with the Pennsylvania laws that provide the greatest protection for your health information.

Authorization to Disclose PHI

It is our practice to obtain your authorization before we disclose your PHI to another person or entity. You may revoke your authorization at any time.

How We Use Your Protected Health Information

Our Privacy Policies explains how we may use your PHI for treatment, payment, and health care operations. For example, we may use your PHI to plan and provide your care and treatment; communicate with health care professionals; obtain payment for our services; educate and train our staff; and assess and improve our services. We are also permitted to use and disclose your health information if required by law.

Your Rights

Our Privacy Policies explains your rights. For example, you have the right to request a restriction on certain uses and disclosures of your PHI; inspect and copy your PHI; request amendments to your PHI; and obtain an accounting or list of disclosures of your PHI.

Confidentiality of Individuals Records and Disclosing Protected Health Information

New Directions Healthcare maintains all HIPAA compliant laws, federal and state regulations. New Directions Healthcare maintains patient records in conformance with 42 CFR 2.16 and 2.22 (relating to security for written records; and notice to patients of Federal confidentiality requirements) and State statutes and regulations. New Directions Healthcare shall maintain a complete file on the premises for each present and former patient of New Directions Healthcare for at least 7 years after the patient has completed treatment or treatment has been terminated. Files shall be updated regularly so that the information is current.

The confidentiality of the individual’s records maintained by New Directions Healthcare are protected by the Federal and State Laws. Staff may not inform another person that an individual attends New Directions Healthcare, or disclose any information identifying the individual as an alcohol or drug abuser, unless:

- The individual consents in writing.
- The disclosure is permitted by an order of the court.

- The disclosure is made to medical personnel in the event of a medical emergency to qualified medical personnel.
- The disclosure is made to mental health emergency personnel (for example Crisis Services) in the event of a mental health emergency.
- For research, audit, or program evaluation purposes.
- In the event of suspected child abuse or neglect, Federal and State laws require mandated reporters / all New Direction Healthcare staff to inform appropriate child protect agencies. New Direction Healthcare staff has a legal and ethical obligation to report any suspected child abuse or neglect.
- New Directions Healthcare staff will adhere to these regulations. All suspected violations of confidentiality must be reported.

New Directions Healthcare Client Legal & Human Rights

1. A client receiving care or treatment under section 7 of the act (71 P. S. § 1690.107) shall retain civil rights and liberties except as provided by statute. No client may be deprived of a civil right solely by reason of treatment.
2. The project may not discriminate in the provision of services on the basis of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.
3. Clients have the right to inspect their own records. The project, facility or clinical director may temporarily remove portions of the records prior to the inspection by the client if the director determines that the information may be detrimental if presented to the client. Reasons for removing sections shall be documented in the record.
4. Clients have the right to appeal a decision limiting access to their records to the director.
5. Clients have the right to request the correction of inaccurate, irrelevant, outdated or incomplete information in their records.
6. Clients have the right to submit rebuttal data or memoranda to their own records.
7. Clients have the right to be treated with dignity and respect, as individuals who have personal needs, feelings, preferences, and requirements.
8. Clients have the right to privacy in their treatment. Should you be concerned with your confidentiality in relation to attendees of other programs with the facility, you have the right to request counseling sessions scheduled to avoid contact.
9. Clients have the right to be fully informed of all services available to them and of any charges for those services.
10. Clients have the right to be fully informed of their rights and of all rules and regulations governing their conduct as clients.
11. Clients have the right and the responsibility to participate in the development of their treatment plan.
12. Clients have the right to receive information necessary to give informed consent prior to the start of any procedure and/or treatment, including withdrawal of consent.
13. Clients have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of this right.

14. Clients have the right to continuity of care. They will not be discharged or transferred, except for therapeutic reasons for personal welfare, or the welfare of others. Should transfer or discharge become necessary, they will be given reasonable advanced notice, unless an emergency exists.
15. Client have the right to voice opinions, recommendations, and grievances in relation to policies and services offered, without fear of restraint, interference, coercion, discrimination, or reprisal.
16. Clients have the right to be free from physical, chemical, and mental abuse.
17. Clients have the right to confidential treatment of their personal and medical records. Information from these sources will not be released without your prior consent, except in: 1) suspected child abuse; 2) crime on premises; 3) Good Cause Court Order; 4) medical emergency.
18. Each client has the right to request the opinion of a consultant at his or her own expense or to request review of the individual treatment plan, as provided in specific procedures.
19. Clients have the right to appeal involuntary termination.
20. Clients have the right to freedom from financial or other exploitation, humiliation, and neglect.

For more information on Client Rights, go to the President's Advisory Commission on Consumer Protection and Quality in the Healthcare Industry Reference Website at www.hcqualitycommission.gov, or call the Office for Civil Rights U.S. Department of Health and Human Services Hotline at (800) 368-1019. For Medical Assistance Provider Compliance Hotline to report fraud and abuse, call 1-866-DPW-TIPS.

Our Duties

Our Privacy Policies explains our obligations and duties. For example, we must provide you with a copy of the Privacy Policies and comply with the terms of our Privacy Policies.

If you have any questions or concerns regarding the Notices of Privacy Policies or if you feel we have violated your rights, please contact us at the following email, telephone number, mailing address, or in-person.

Contact: Kara Bennett, Project Director and CRNP

Email: info@newdirectionshealthcare.net

Telephone Number: 814-240-6216

Mailing Address: Attention: New Directions Healthcare, 306 West 11th Street Erie, Pennsylvania 16501