

Notice of Privacy Practices

Effective Date: [Insert Date]

This Notice describes how your medical and mental health information may be used and disclosed, and how you can access that information. Please review it carefully.

Your Rights

You have the right to:

- Access and obtain a copy of your medical records
 - Request corrections to your records if you believe they are inaccurate or incomplete
 - Request confidential communications (such as a different phone number or address)
 - Request restrictions on certain uses or disclosures of your information
 - Receive an accounting of certain disclosures of your health information
 - Obtain a paper copy of this Notice at any time
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How Your Information May Be Used

Your protected health information (PHI) may be used and disclosed for:

Treatment

We may use and share your information to provide, coordinate, or manage your mental health care, including communication with other healthcare providers involved in your treatment.

Payment

We may use your information for billing and reimbursement purposes, including insurance claims.

Healthcare Operations

We may use your information for administrative activities, quality improvement, training, and care coordination.

Special Protections for Mental Health Information

Psychotherapy notes, when maintained, receive additional protections under HIPAA and will not be disclosed without your written authorization, except as required by law.

Washington State Privacy and Telehealth Considerations

If you are receiving services while physically located in Washington State:

- Your care is provided in accordance with **Washington State telemedicine and healthcare privacy laws**, in addition to federal HIPAA regulations.
- Telehealth services are delivered using reasonable safeguards to protect confidentiality, including secure, HIPAA-compliant electronic communication platforms.
- You acknowledge that while every effort is made to protect your privacy, **no electronic communication system can be guaranteed 100% secure.**
- You understand that telehealth services are intended for individuals located in Washington State at the time of service unless otherwise permitted by law.
- You agree to participate in telehealth from a private and appropriate setting to help protect your confidentiality.
- Emergency limitations: Telepsychiatry is not appropriate for emergency situations. If you are experiencing a crisis, you should call 988 or go to your nearest emergency department.

When Information May Be Shared Without Authorization

We may disclose your information without written authorization when permitted or required by law, including:

- To prevent a serious threat to health or safety
- Suspected abuse, neglect, or domestic violence
- Court orders, subpoenas, or legal proceedings
- Public health reporting requirements
- Law enforcement purposes as required by law
- Health oversight activities such as audits or investigations

Your Authorization

Any other use or disclosure of your information requires your written authorization. You may revoke this authorization at any time in writing, except where actions have already been taken based on prior authorization.

Our Responsibilities

We are required by law to:

- Maintain the privacy and security of your protected health information
 - Provide this Notice describing our legal duties and privacy practices
 - Follow the terms currently in effect
 - Notify you if a breach of unsecured protected health information occurs
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Changes to This Notice

We may update this Notice at any time. Updates will apply to all information we maintain and will be posted on this website with an updated effective date.

Contact Information

If you have questions about this Notice or your privacy rights, please contact:

Alejandra Elizondo, PMHNP-BC

Phone: (509) 975-2501

Email: alejandra.elizondo@epsychiatricsolutions.com

Complaints

If you believe your privacy rights have been violated, you may file a complaint with:

- Your provider listed above, or
- The U.S. Department of Health and Human Services (HHS)

You will not be penalized for filing a complaint.