



**Richfield - Outpatient**

6425 Nicollet Ave S Richfield, MN  
55423  
612-861-1675

**Hopkins - Day Treatment**

1001 Highway 7, Suite 309 Hopkins,  
MN 55305  
952-426-6600

**Brooklyn Center - Outpatient**

5910 Shingle Creek PKWY  
Brooklyn Center, MN 55430  
763-569-5200

Services are also provided in the community and at various local schools.

E-mail: [information@youable.health](mailto:information@youable.health)  
[youable.health](http://youable.health)

*This notice takes effect August 1, 2017*

## Notice of Privacy Practices

**Your Information. Your Rights.  
Our Responsibilities.**

*This notice describes how mental health and medical information about you may be used and disclosed and how you can get access to this information*

**Please review it carefully.**

## Your Rights

### When it comes to your health information, you have certain rights.

This section explains your rights and some of our responsibilities to help you.

#### Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee

#### Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

#### Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

#### Ask us to limit what we use or share

- You can ask us **not** to use or share certain health information for treatment, payment, or our operations.
  - We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
  - We will say “yes” unless a law requires us to share that information.

#### Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months

#### Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

#### 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 and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take action.

#### File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on the back page.
- You can file a complaint with the U.S. Department of Health and Human Services Officer 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/)
- We will not retaliate against you for filing a complaint.

## Your Choices

### You have the right to refuse or terminate care:

Participation in services is strictly voluntary and clients may terminate or refuse care at any time for any reason. If a client is court ordered to services, the court may impose consequences if a client chooses to terminate services. Client may still be responsible for paying for appointments that were canceled without proper notice.

### You have the right to a referral and cooperation from Youable:

In the event that we cannot provide you with the care you need, or you choose to terminate services with us, Youable will provide you with a referral to a qualified professional or services agency. Upon your request, Youable will provide information to your new provider such as the results of testing and treatment plans.

### You have the right to review your medical records:

Upon written request, Youable will provide you with copies of your medical records; however, there may be certain circumstances when a therapist would restrict access to these records. HIPAA laws (see Notice of Privacy Practices) provide that a therapist may restrict your access to the records if she/he/they believe it is in your best interest. If your personal access to your records is restricted, your therapist will work with you to explain the reason why.

### You have the right to a timely response to requests:

Requests for appointments, consultations, and records will be handled in a timely manner and clients will be promptly informed when Youable is unable to comply with a request. If requested, you may obtain information that pertains to your care regarding any relationship Youable or its employees have with other health care providers or community partners.

### You have the right to free language assistance services:

If you have limited English proficiency, Youable will provide interpreter services for you, free of charge. The interpreter services may be provided by bilingual staff employed by Youable who are trained and competent in the skill of interpreting. If Youable does not have an appropriately skilled interpreter on our staff available, we will request an interpreter from a contracted interpreter service.

## Our Uses and Disclosures

In providing services to minors (under age 18), Youable Emotional Health encourages and supports the involvement of the minor's parent(s) or guardians in their care.

A minor's right to make decisions and to the confidentiality of her/his health information will be different depending on whether the minor is emancipated. You are considered emancipated if you are:

- Financially independent of your parent or guardian as well as living separately from a parent or guardian; or
- You are married; or
- If you have borne a child.

### Emancipated Minors:

You have the same rights and limitations as legal adults to authorize who does and does not have access to your medical records. We will only notify your parents or former guardian to share information if we determine that the failure to do so would seriously jeopardize your health.

### Non-Emancipated Minors:

According to state and federal law, non-emancipated minors may receive care without the knowledge or consent of a parent or guardian under the following circumstances: the nature of services involves sexually transmitted disease, alcohol or drug abuse, or referrals for information on birth control options as relevant to treatment. In an emergency situation, Youable can provide mental health or chemical dependency services absent of parental notification or consent. Once the crisis is stabilized, we will notify your parent or guardian.

If services are provided without the knowledge or consent of your parent(s), you may be responsible for paying your bill.

### Parents of Non-Emancipated Minors

Parents have a right to the medical records of their children. However, we ask that parents respect the confidential relationship between their child and the child's therapist. Parents can expect that they will be given information regarding the treatment plan and progress of their child without the specific details of the sessions.

The staff of Youable Emotional Health will use discretion as to what information is shared.

## Your Rights

**For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

### In these cases, you have both the right and choice to tell us to

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory.

*If you are not able to tell us your preference, for example, if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

### In these cases we never share your information unless you give us written permission

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

## Our Uses and Disclosures

**How do we typically use or share your health information?**  
We typically use or share your health information in the following ways.

### To Provide Treatment

- We can use your health information and share it with other professionals who are treating you.

**Example:** *Your therapist may need to disclose information to a hospital in the event of a psychiatric emergency.*

### To Run Our Organization

- We can use and share your health information to run our practice, improve your care, and contact you when necessary.

**Example:** *We use health information about you to manage your treatment and services.*

### To Bill for Your Services

- We can use and share your health information to bill and get payment from health plans or other entities.

**Example:** *We give information about you to your health insurance plan so it will pay for your services.*

### How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html)

### To Help with Public Health and Safety Issues

- We can share health information about you for certain situations such as:
- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

### To do research

- We can use or share your information for health research.

### To comply with the law

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

### To respond to organ and tissue donation requests

- We can share health information about you with organ procurement organizations.

### To work with a medical examiner or funeral director

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

### To address workers' compensation, law enforcement, and other government requests

- We can use or share health information about you:
  - For workers' compensation claims
  - For law enforcement purposes or with a law enforcement officer
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

### To respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

*We can share health information about you in response to a court or administrative order, or in response to a subpoena.*

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

### Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

This Notice of Privacy Practices applies to the following organizations.

#### Richfield Outpatient - Corporate Office

6425 Nicollet Ave S  
Richfield, MN 55423  
612-861-1675

#### Hopkins - Day Treatment

1001 Highway 7, Suite 309  
Hopkins, MN 55305  
952-426-6600

#### Brooklyn Center

5910 Shingle Creek Parkway Brooklyn  
Center, MN 55430  
763-569-5228

*Services are also provided in the community and at various local schools.*

*If you have questions about our privacy practices, please contact us at the following address and phone number:*

#### Privacy Officer

6425 Nicollet Ave S  
Richfield, MN 55423  
612-861-1675