

KOPP'S COUNSELING NOTICE OF 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.

Purpose of this Notice

In this notice, we describe how Kopp's Counseling and Consulting Services, Inc. may use and disclose your Protected Health Information to carry out treatment, payment, and health care operations and for other purposes permitted or required by law. This notice also describes your right to have access to your protected health information and to control that information. Protected Health Information is information about you that may identify you individually and that relates to your physical or mental health or condition and related health care services.

As a health care provider, Kopp's Counseling is required by law to maintain the privacy of your Protected Health Information and to provide you with this notice. Kopp's Counseling is required to comply with the terms of this notice until and unless Kopp's Counseling modifies this Notice.

Our Right to Change this Notice

Kopp's Counseling may change the terms of this notice from time to time. When Kopp's Counseling does, it will post a revised notice at its facilities and on its web site at "www.KoppsCounseling.com." If you have any questions about this Notice, need a copy of this Notice or a copy of the revised notice please contact us by calling our 904-891-2576 number or by e-mailing your request to "help@koppscounseling.com."

Use and Disclosure of Protected Health Information

For treatment, payment, and health care operations Kopp's Counseling uses and discloses your Protected Health Information in connection with the services that Kopp's Counseling and Consulting Services provides to you. Kopp's Counseling treats all your Protected Health Information as confidential. Kopp's Counseling uses and discloses this information to provide treatment to you, to obtain payment for the services that Kopp's Counseling provides to you, and for Kopp's Counseling health care operations (see examples of treatment, payment, and health care operations below).

Such uses and disclosures may be made by/to Kopp's Counseling staff, contracted staff, volunteers, and business associates. Your approval is not required for these uses and disclosures.

Treatment. Examples of treatment include, but are not limited to the following: mental health counseling, physical therapy, habilitation services, nutrition services, case conferences, medication administration, making referrals to and coordination of care with other health care providers.

Payment. Examples of payment activities include, but are not limited to the following: billing activities and collecting payment for the services that Kopp's Counseling provides to you.

Health Care Operations. Examples of health care operations include, but are not limited to the following: internal administration and planning, record-keeping, reviewing files for quality and auditing purposes, providing customer service, accreditation activities, investigating and resolving complaints.

Other uses and disclosures for which your approval is not required.

State (as used in this document, "state" includes the State of Florida and local government authorities) and federal laws and regulations require us to use or share Protected Health Information in certain circumstances. The following uses and disclosures are required or permitted by law and may be made without your approval. Public Health Activities. Kopp's Counseling may disclose Protected Health Information to public health authorities that are authorized by law to collect health information for the purposes of preventing or controlling disease, injury, or disability, such as TB or sexually transmitted diseases. Kopp's Counseling may in some cases use Protected Health Information to notify persons who may have been exposed to a disease or who may be at risk of spreading a disease. Kopp's Counseling may use Protected Health Information to report to public health authorities adverse reactions to prescription medications or medical products or devices. Kopp's Counseling may use Protected Health Information to report births, deaths, and other vital statistics.

Reports of abuse or neglect. Kopp's Counseling may disclose Protected Health Information to report suspected child abuse or neglect to Child Protective Services, the Police Department, or other government agency authorized by law to receive such reports. Kopp's Counseling may also disclose Protected Health Information to report suspected abuse or neglect of an adult or suspected domestic violence to Adult Protective Services, the Police Department, or other government agency authorized by law to receive such reports.

Health Oversight Activities. Kopp's Counseling may share Protected Health Information with an agency that is authorized to conduct health oversight activities. Health oversight activities include audits, investigations, inspections, or licensure and certification surveys. These activities are necessary to monitor organizations that provide health care and to ensure compliance with applicable state and federal laws and regulations.

Other Government Monitoring Activities. Kopp's Counseling may share Protected Health Information with government agencies that provide funding for and that audit, oversee, and monitor our programs.

United States Department of Health and Human Services. Kopp's Counseling may share Protected Health Information with the Secretary of the United States Department of Health and Human Services as needed to monitor our compliance with your privacy rights.

Lawsuits and Disputes. Kopp's Counseling may share Protected Health Information with courts or administrative agencies that are authorized to resolve lawsuits or disputes. Kopp's Counseling may share Protected Health Information as required by court order, subpoena, a discovery request, or other lawful process issued by a judge.

Law Enforcement. Kopp's Counseling may share Protected Health Information in response to a request received from a law enforcement official in response to a court order, subpoena, warrant, summons, or similar lawful process. As required by state or federal law, Kopp's Counseling will use Protected Health Information to notify law enforcement personnel or other authorized government authorities about risks and threats of harm to you or others. As required by state or federal law, Kopp's Counseling will use Protected Health Information to notify an individual at risk of threat or harm.

Coroners, Medical Examiners, or Funeral Directors. Kopp's Counseling may share Protected Health Information with a coroner, medical examiner, or funeral director, for example, to identify a deceased person or determine the cause of death.

Disclosures to Parents and Legal Guardians. If you are a minor or have a legal guardian, Kopp's Counseling shares your Protected Health Information with your parents (with limited exceptions mandated by state law), guardian, or the persons responsible for your care. Kopp's Counseling may also disclose Protected Health Information to other family members involved in your care.

Reminders. Kopp's Counseling may use and disclose Protected Health Information to contact you as a reminder about an appointment for treatment.

Treatment Alternatives. Kopp's Counseling may use and disclose your Protected Health Information to tell you about alternative treatment options that may be of interest to you.

Health-related Services. Kopp's Counseling may use and disclose your Protected Health Information to tell you about health-related services or benefits that may be of interest to you.

No Use or Disclosure for Marketing Purposes. Kopp's Counseling does not use your protected health information or other private information about you for marketing purposes.

All other uses and disclosures

For all uses and disclosures other than those listed above, you or your legal guardian's written authorization is required.

Kopp's Counseling will not otherwise disclose your Protected Health Information without you or your legal guardian's written authorization. You or your legal guardian may withdraw such authorization at any time.

Your Right to Request Restrictions on Our Use and Disclosure of Protected Health Information

You have the right to request restrictions on how Kopp's Counseling uses and discloses your Protected Health Information. If you wish to make such a request, direct that request to Kopp's Counseling at 904-891-2576 or help@koppscounseling.com. Kopp's Counseling is not required to comply with your request, but Kopp's Counseling must consider it and respond to you.

Your Right to Inspect Your Protected Health Information, to Make Corrections, to Request Confidential Communications, and to an Accounting of Disclosures

Right to inspect and copy. You have the right to inspect and copy the Protected Health Information that Kopp's Counseling has about you in our records and in the records of business associates to whom Kopp's Counseling discloses that information.

Right to request an amendment or correction. You have the right to request that information about you in our records or that of our business associates be amended or corrected. Kopp's Counseling does not have to agree to the amendment or correction, but Kopp's Counseling must respond to and keep a record of your request and its response in your file.

Right to request confidential communications. You have the right to request that Kopp's Counseling communicate with you about health matters in a particular way or at a certain location. For example, you can request that Kopp's Counseling only contact you by mail or at an address other than your residence. Kopp's Counseling will attempt to accommodate all reasonable requests.

Right to an accounting of disclosures. Kopp's Counseling is not required to keep a record of disclosures of your Protected Health Information for treatment, payment, and health care operations; for disclosures made pursuant to any written authorization by you, your guardian, or parents; or for disclosures made to your legal guardian or (in most cases) parents and other family members involved in your care. Kopp's Counseling is required, and Kopp's Counseling business associates are required, to keep a record of all other disclosures. You have the right to receive an "accounting" (a record) of these disclosures.

How to exercise these rights

Requests for access or to make corrections. Direct all requests for access to your Protected Health Information and to make corrections to your Protected Health Information to Kopp's Counseling and Consulting Services, Inc.

Requests for an accounting or for confidential communications. To request a copy of the record of disclosures of your Protected Health Information for purposes other than treatment, payment, and health care operations contact Kopp's Counseling and Consulting Services, Inc. at 904-891-2576 or email help@koppscounseling.com.

Your Right to Make Complaints About Violations of Your Privacy Rights and Where to Make Such Complaints

If you believe that your privacy rights have been violated, you have the right to file a complaint. You may file a complaint with Kopp's Counseling and Consulting Services, Inc. via email at help@koppscounseling.com. All complaints must be made in writing. Complaints will be referred to one of the Company's Ombudsmen for investigation and response. You also may file a complaint with the Secretary of the United States Department of Health and Human Services.

No Retaliation

Kopp's Counseling and Consulting Services, Inc. assures you that it will not retaliate against you for filing a complaint or for otherwise exercising your rights under this notice.

Effective Date of this Notice: February 22, 2013.

Date of Last Review: February 22, 2013.