



Lauren Berget Counseling

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Notice of Privacy Practices and Client Rights

THIS NOTICE DESCRIBES HOW MEDICAL/MENTAL HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

This Notice of Privacy Practices and Client Rights is adopted to ensure that Lauren Berget Counseling, LLC, hereinafter referred to as "the Clinic," fully complies with all federal and state privacy protection laws and regulations, in particular, the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Protection of patient privacy is of utmost importance to the Clinic. The Clinic is required by law to maintain the privacy of protected health information (PHI) and to provide its patients with a copy of its Notice of Privacy Practices outlining its legal duties and privacy practices with respect to protected health information. Violations of any of these provisions may result in disciplinary action.

This Notice of Privacy Practices and Client Rights shall become effective as of November 1, 2023 and shall remain in effect until it is either amended or cancelled.

You have a right to receive a paper copy of this Notice of Privacy Practices and Client Rights. If you have any questions or comments concerning this notice, you should contact the Clinic by mail at Lauren Berget Counseling, 671 Rosa Avenue Suite 101, Metairie, Louisiana 70005, or by telephone at 504-515-1216.

Privacy Practices

Why do we collect personal information?

We collect personal information to contact you, provide invoices and receipts, collect payments, assess your needs, develop a treatment plan, provide services, evaluate our services, respond in the case of an emergency, or provide your records/consultation to other parties (with your consent). Providing treatment services, collecting payment and conducting healthcare operations are necessary activities for quality care. State and federal laws allow us to use and disclose your health information for these purposes.

What information do we keep?

We are required to keep a record of all of our clients. Your records will include contact information, emergency information, consent forms, contracts, assessments, previous records, treatment plans, session notes and summaries, billing information, and all correspondence we send or receive from you related to your treatment.

Where do we keep your information?

We keep our physical files under supervision when in use, or in locked filing cabinets in a locked room when not in use. In administering our practice, we make use of a secure, web-based practice management system (Zencare Practice Management) to store and manage our client records. This includes information such as client appointments, billing documents, session notes, contact details, and other client-related information and documents. The system we use is encrypted, has servers exclusively owned and operated privately, and access to the system is granted only on an as-needed basis and governed by our strict confidentiality policy. Additionally, all practice data in the system is routinely backed up to ensure the privacy and protection of sensitive client information and to assist us with HIPAA compliance.

How long do we keep your information?

We are required to keep your record for at least ten (10) years beyond our last contact with you, or ten (10) years past your eighteenth (18th) birthday if you were a child or adolescent at the termination of treatment.

How do we destroy documents or files with your personal health information?

We destroy paper files and documents containing personal information by shredding. We destroy electronic information by deleting it and when the hardware is discarded, ensuring that it has been destroyed.

What is your access to your file?

You have the right to see your file. If you are our client or have recently been our client, we will schedule a time to go through your file with you. If you believe that there is a mistake in factual information, you may ask that it be corrected. We will not change information related to our professional opinions. We may ask you to provide documentation correcting any erroneous information. If we do not agree with your request to change something within your file, you may write a note explaining your proposed changes, and we will include the note in your file.

What is our privacy policy?

We ensure that all who work at Lauren Berget Counseling, LLC adhere to mandatory privacy legislation. We will not share any personal health information outside of Lauren Berget Counseling, LLC without your knowledge and consent, except in the following circumstances as required by law:

- When there is a clear and imminent risk of serious harm to someone
- When we suspect that a child under the age of eighteen (18) years is at risk of abuse or neglect
- When a client tells us that s/he has been sexually abused by a regulated healthcare professional
- When we suspect that a person in a long-term care facility is being abused
- When a court of law subpoenas the record
- When the licensing or governing body inspects records as part of their regulatory activities in the public interest

Please note that if a third-party is paying for your treatment, they will have access to information regarding your attendance (though not the content) of individual and/or group sessions. This information will be noted on the invoice through Lauren Berget Counseling, LLC's billing system.

What is our use of electronic communication?

We communicate with our clients, their families, and other service providers through a wide range of electronic means of communication, including phone, fax, email, text, and mail. We realize that there can be risks to privacy with regard to any out of session contact that clinicians might have with you or with other service providers. Clinicians at Lauren Berget Counseling, LLC will do their best to be careful with regard to your privacy when using these forms of communication, but are not able to guarantee privacy. If you have a preference for certain forms of communication over others due to privacy concerns, please indicate this to the clinicians and admin staff involved in your care. Lauren Berget Counseling, LLC will keep a record of all clinical or substantive contact (e.g. emails, texts, phone calls, faxes) in your health record.

Client Rights

As a client of Lauren Berget Counseling, LLC, you have the following rights:

- Right to request where we contact you (home, work, cell, or other - as indicated on your client intake form)
- Right to have your medical records released. To do so, the Clinic must be provided with written authorization to release the records.
- Right to inspect and copy your medical billing records. To do so, the Clinic must be provided with a written request for records, which may reasonably be denied by the Clinic. In the event that a copy of your records is produced, you may be responsible for the cost of printing, mailing, etc.
- Right to add information or amend your medical records. You may request to have your record amended by providing the Clinic with a written request, which may reasonably be denied by the Clinic. In the event that your request is denied, you have the right to file a disagreement statement, which will become part of your record.
- Right to request restrictions on uses and disclosures of your healthcare information. Requests must be received in writing.
- Right to complain. The Clinic asks that you please bring your complaint to your therapist first, but if you are still unsatisfied, you may bring your complaint to the LPC Board of Louisiana, per the instructions outlined in the Clinic's Declaration of Practices and Procedures.
- Right to receive timely notice of any changes in policy at the Clinic.

I acknowledge that I have read, understand, and agree to the policies above.

Client First Name

Client Last Name

Parent/Guardian First Name

Parent/Guardian Last Name

Today's Date (YYYY-MM-DD)