

# Recovery and Balance Practice Policy

## Personal Health Information (PHI)

Your personal health information is only stored using Headway's secure cloud-based database. I do not keep any of your personal health information elsewhere including personal computers and any other hardware. If your health information is compromised, I will report any potential or suspected HIPAA violations or breach and notify you within 60 calendar days. All other forms of software (i.e., Microsoft Office for Business and JotForm) are HIPAA compliant. No PHI is used and stored in the software payment system (i.e., Stripe). Your first name, last name, and your email address is stored to send invoices, validate payments, and keep track of payments. No other information such as the type of services received are kept in this software. For your protection, the passwords for all the softwares used by Recovery and Balance are changed regularly throughout each calendar year.

## Discharge Process

There are several reasons why we may eventually end our professional relationship. You may decide you would prefer to work with a different provider. I may reach the conclusion you would be better served working with someone else. Regardless of the case, **I will first discuss with you the reasons for discharging.** I may discharge you without notifying you if I am unable to reach you to discuss the reasons for discharging. I can also provide emergency support for a time-limited period after you have been notified of the end of our treatment relationship.

Please note that ongoing failure to pay for treatment, attend sessions, or communicate with me in a respectful and timely manner can also result in discharge from my practice. In these instances, to ensure you have continued access to care, I will still make every reasonable effort to get in touch with you and provide referrals to a new provider before I consider our relationship ended.



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