

1166 E. Warner Rd. Ste. 101
Gilbert, AZ 85296
480-339-7119



CLIENT RIGHTS

Right To Request How We Contact You

It is our normal practice to communicate with you, at your home address and daytime phone number you gave us when you scheduled your appointment about health matters such as appointment reminders, etc. Sometimes we may leave messages on your voicemail. You have the right to request that our office communicate with you in a different way.

Right To Release Your Medical Records

You may consent in writing to release your records to others. You have the right to revoke this authorization, in writing, at any time. However, a revocation is not valid to the extent that we acted in reliance on such authorization.

Right To Inspect And Copy Your Medical And Billing Records

You have the right to inspect and obtain a copy of your information contained in our medical records. To request access to your billing or health information, contact your therapist. Under limited circumstances, we may deny your request to inspect and copy. If you ask for a copy of any information, we may charge a reasonable fee for the costs of copying, mailing, and supplies.

Right To Add Information Or Amend Your Medical Records

If you feel that information contained in your medical record is incorrect or incomplete, you may ask us to add information to amend the record. We will make a decision on your request with 60 days, or some cases within 90 days. Under certain circumstances, we may deny your request to add or amend information. If we deny your request, you have a right to file a statement that you disagree. Your statement, and our response, will be added to your record. To request an amendment, contact your therapist. We will require you to submit your request in writing and to provide an explanation concerning the reason for your request.

Right To An Accounting Of Disclosures

You may request an accounting of disclosures, if any, we have made related to your medical information, except for information we used for treatment, payment, or health care operational purposes, or that we shared with you or your family, or information that you gave us specific consent to release. It also excludes information we were required to release. To receive information regarding disclosure made for a specific time period, no longer than six years ago and after June 1, 2007, please submit your request in writing to the therapist you are working with. We will notify you of the cost involved in preparing this list.

Right To Request Restrictions On Uses And Disclosures Of Your Health Information

You have the right to ask for restrictions on certain uses and disclosures of your health information. This request must be in writing and submitted to your therapist. However, we are not required to agree to such a request.

Right To Complain

If you believe your privacy rights have been violated, please contact us personally to discuss your concerns. If you are not satisfied with the outcome, you may file a written complaint with the U.S. Department of Health and Human Services. An individual will not be retaliated against for filing such a complaint.

Right To Receive Changes In Policy

You have the right to receive any future policy changes secondary to changes in state and federal laws. This can be obtained from your therapist.