

Barnabas Behavioral Healthcare, LLC

#### THE PROCESS OF COUNSELING

Counseling is a special, safe, healing, and respectful process wherein a trained helper works with a wounded person to reach a mutually agreed upon goal and level of functioning that reflects psychological wellbeing. We work with a broad variety of individuals with differing life stresses, coping resources and abilities.

The INTAKE is the initial session wherein the client and practitioner meet to understand the presenting concerns and develop a plan to address change. It also allows the assessment of therapeutic good fit and the ability to work together in a mutually responsible manner. This initial stage may be further refined according to circumstances and progress made. Psychological testing may be utilized to understand and define inner dynamics more fully.

Everyone is unique and life circumstances vary widely so the process and length of treatment will differ among clients (even if someone else seems to be undergoing or has experienced similar problems).

The next phase of counseling involves gaining a fuller understanding and taking ownership of the identified problem(s) and the way psychological, relational, and/or medical components work and are addressed and repaired. You will try a personalized treatment strategy with teaching, coaching, and encouragement from your professional helper. The final stage simply involves fine tuning until you are feeling that you can take it from there (it's OK to need a few follow-ups from time to time).

### THE PROCESS OF PSYCHIATRIC CARE

Similar to counseling, the process of psychiatric care also involves a collaborative relationship between the patient and provider. Psychiatric care is individualized for the unique needs of each patient; therefore, it is important to evaluate past medical and psychiatric history and overlay this with current medical and psychiatric presentation. At times, with the patient's consent, this may involve gathering information from other sources, such as family members and other medical providers. Screening tools and/or questionnaires may be utilized to aid diagnosing and gauge patient status. Lab tests are also an important component of some treatment plans, as these assist with tracking medication levels and overall response to treatment.

The goal of psychiatric care is to provide patient-centered, holistic care; therefore, the duration of psychiatric treatment and frequency of follow-up visits depends on multiple factors that are specific to each patient. On average, adult medication management follow-up appointments are initially scheduled at intervals of 3 to 4 weeks. Thereafter, the timeline between follow-up appointments increases to 3 to 4 months and expands from this point, based on the needs of the patient and type(s) of medications being prescribed. Follow-up appointments for pediatric and adolescent patients are typically scheduled at 2-week intervals, followed by 1-month med checks, and then quarterly (every 3 months). For pediatric and adolescent patients, "eyes on" care is an important factor in providing safe, high-quality care. Therefore, for these patients, if medication is prescribed for a mood or behavioral disorder, attending counseling is an important aspect of achieving long-term wellness, life-long coping skills, as well as gauging effectiveness of the current treatment plan.

#### CONFIDENTIALITY

All communication between you and your counselor will be held in confidence and will not be revealed to anyone, unless required by law. Information that you wish to disclose to or obtain from anyone will only be initiated with your written consent.

#### OFFICE HOURS AND COMMUNICATION

Our office hours vary among our counseling staff. Limited evening and Saturday morning appointments are available. Staff can typically be contacted at our Evelyn Drive office by calling (803) 216-0850 between 9:00 a.m. and 5:00 p.m., Monday through Friday. You may leave a voicemail if our line is busy or after hours. You may also ask your provider how to contact them on an individual basis.

#### **APPOINTMENTS**

Typically, your counselor will schedule to see you weekly during a standing appointment time (your time reserved just for you). However, because you may need to change your appointment from time to time, we ask that you verify your next appointment with your counselor at the end of each session. Changes in appointments can so be made by phone; priority will, however, be given to those with standing appointments.

### **CANCELLATION OF APPOINTMENTS**

You may cancel an appointment without charge by calling 24 hours in advance. Except in cases of emergency, cancellations without sufficient notice will lead to a charge of one-half the normal fee on the first occasion all others will incur a full-fee charge. Patient insurance will not cover a cancellation/"no show" charge and you will be responsible for the balance. Late cancellations prevent your counselor from being able to schedule this time with other clients in need. Others may request to see your counselor, perhaps in a crisis, and be turned away only to find that the scheduled appointment was missed. Two consecutive cancellations of any kind may also lead to forfeiture of your standing appointment time and the need for you to find a new time.

#### **FEES AND PAYMENTS**

We have attempted to set our fees at a reasonable level in accordance with state and national fee schedules. They are moderate in comparison with the prevailing rates in this area. In most situations the client pays only the co-pay amount and/or coinsurance amount and insurance company is billed for the remainder. We expect full payment of your portion at the time of service as well as any account balance you may have incurred from previous appointments.

We will file insurance claims as a courtesy to our clients however it is solely the responsibility of the client to notify us of any insurance changes.

You may use check, cash, and credit card for payment. There is a charge for testing, and costs vary with the individual test or tests taken.

If you are not covered by insurance and you have a limited income, you may request to be a self-pay client and we can discuss sliding scale fees. If you have questions about whether your insurance policy covers counseling services, you need to call your insurance company or agent to determine this. Our office staff is familiar with the coverage on some policies but, frankly, insurance companies can sometimes be unreliable. Since the insurance arrangement is between you and your insurance company the burden is yours to insure proper dispensation. We welcome this opportunity to serve you and look forward to working with you.

In the event of an emergency, if we cannot be reached, please go directly to the emergency room of the hospital of your choice and continue to attempt to contact us. Prisma ER (formerly Palmetto Health) can be reached at (803)-434-4813 or dial 911.



# Payment & Insurance Information

As a courtesy to our patients, we can file your bill to your insurance company. It's much easier for the both of us if we have the right information up front. If you have questions about how the billing process works, feel free to call or browse through our frequently asked questions page on our website.

# A word of protection for our patients:

- Your treatment with us may be covered by a different insurance than a visit with your family doctor.
   You can usually find on the back of your insurance card the mental/behavioral health phone number if you are unsure.
- Some providers may NOT be in network with your insurance company.
   You can contact your insurance company and give them the name of the provider you are wanting to see.

We do our best to schedule your appointment with an In Network provider, however we have found that certain insurances outsource their mental health coverage processing to a completely different company (Blue Cross Plan XYZ may cover a primary care physician office visit while sending mental health claims to United Behavioral Health Plan ABC). The issue with this is while your provider may in fact be In Network with the insurance company named on your card, they may out of network if the claims are sent elsewhere.

In our example above, the provider was not in network because the mental health coverage is with a different company. Most of the time, it is easy for us to determine if this is case and generally there are only a few insurance companies that do this. We strongly recommend that you speak with your insurance company to determine where the mental health (sometimes referred to as behavioral health) coverage is processed. We will pass on to you what your insurance tells us you owe. This means that if the insurance company tells us we have the wrong company, the wrong date of birth, the wrong ID etc., or to apply out of network coverage, you will be responsible for the payment according to your coverage.

Please note, some visits will require an authorization and/referral. We know that Humana will require your primary care physician to send us a referral to treat you. Some psychological testing may require approval prior to your visit.

Please fill out the areas below as accurately as possible:

EMAIL or Fax or Send or Bring a copy of your insurance card(s)

Email- appointments@barnabashealthcare.com

Fax- 803.216.0420

Patient Name:	Patient Date of Birth:	
Primary Insurance:	Patient SSN:	
Insurance ID:		
Insured By:	Relationship to Insured: Self	
Insured by Date of Birth:	Spous	e
Insurance Address:	Child	
Mental Health Phone:	Other	:
Secondary Insurance:		
Insurance ID:		
Insured By:	Relationship to Insured: Self	
Insured by Date of Birth:	Spous	e
Insurance Address:	Child	
Mental Health Phone:	Other	

For convenience, we offer different payment options. You can call us after your visit to pay over the phone, pay through the patient portal or we can store a credit card on file for you. If you have any questions about your balance, feel free to call our billing team or send a message through the portal. We will not schedule follow up visits with an outstanding patient balance. Standing appointments require a zero balance weekly or to have a card on file for payment. If you would like to setup a card on file, please fill out the following information. If you chose to place a maximum debit amount and have any questions regarding what your portion of your bill will be (self pay or insurance), we are happy to help.

Please select from the following payment options.		
I will make my payments by mail I will make my payments through the patien I will make my payments over the phone wit I will make my payments in person with cash I will make my payments with the following of the control of the cont	h a credit card //check/credit card	
Card Number: Name on Card: Billing Address:	Type of Card:  Expiration Date:  CITY/STATE/ZIP:  CVV:	  
Please indicate your preference.		
INITIALSI give permission to Barnabas BehavioralI give permission for a monthlyI give permission for a biweekly particleI give permission for a weekly particleDebit my account for patient responsibilFull BalanceUp to Maximum Debited \$	payment payment payment ity balance	
Signature	Date	_

# **Patient Care Communication Form** (release of information to Primary Care Provider) Primary Doctor/Care Provider/Referring Doctor's Name Telephone Fax Address City State Zip Dear Your patient, has been seen by Date of initial assessment Next appointment Diagnosis and or presenting problem \_ Treatment recommendations **Medication Issues** Please call if further information or clarification would be helpful,

Sincerely,			

### **Authorization to Disclose Information**

I understand that my records are protected under the applicable state law governing health care information that relates to mental health services and under the federal regulations governing Confidentiality of Alcohol and Drug Abuse Patient Records 42CRF Part 2, and cannot be disclosed without my written consent unless otherwise provided for in state or

federal re	gulations. I also und	erstand that I may revoke this content at any time ex This release will expire 12 months after first signed.		•		
	I want this informa	tion released to my Primary Doctor/Provider/Referri	ng Doctor			
	I DO NOT want this information released to my Primary Doctor/Provider/Referring Doctor  —					
	Patient		Date			
	Parent/Guardian		Date			
	Witness		Date			

# **Acknowledgement of Receipt of Privacy Practices**

I have read, understood, and received a copy of Barnabas Behavioral Healthcare LLC Notice of Privacy Practices and a copy of this form will be retained in my medical chart.

Signed:	Date:
Printed Name:	



# Barnabas Behavioral Healthcare, LLC

Specializing in the Strategic Integration of Behavioral and Medical Care

Glenn P Zaepfel, Ph.D. Linda C Zaepfel, APRN-BC, LISW-CP Joan M Burns, DNP, APRN, PMHNP-BC David C Jones, FNP-BC
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www.barnabashealthcare.com

Main Office:409 Evelyn Drive, Columbia SC 29210 @ CCAMP: 7021 Saint Andrews Road, Columbia, SC 29212

The following form will become part of your confidential record. Please answer each question as carefully as you can. You may use the back of any page for additional comments Date of Birth Date Name Age Sex Present address Telephone Work Mobile Social Security Number **EMAIL Emergency Contact** Their address Their phone Number of Marriages \_ Marital status If married, number of years If separated/divorced, how long? Spouse \_\_\_\_ Roommate \_\_\_\_ Alone Living with Parents Children Occupation Hours per week Employer Highest Level of education completed Major **Religious Affiliation** Number of times you attend religious services per month Explain your spiritual beliefs Name of primary care provider (M.D., N.P., or P.A.) Address Phone Please describe any Yes Are you currently receiving problems you have that medical treatment? require medical or physical care Have you previously had Yes \_\_\_ When? With whom? counseling/therapy? No How long? Why did you stop?

Do you use or have you used any of the following (how much, how often, and for how long?

Cigarettes	
Alcohol	Family Members
Other	Family Members _
Substances	

List any family history	y of mental illness			
List any drug or food	allergies you may have			
FAMILY MEMBERS	5			
	Name	Age	Occupatio	on or grade in school
Spouse				
Children				
	-			
Chanabilduan				
Stepchildren				
Cath au				
Father Mother				<del></del>
Siblings				
				_
	the following list, please by items which are most i			ndicates an area of concern to you. Please
Anxiety				Unable to trust others
, Depressed	l mood			Change in eating habits
Guilt feelin	ngs			Fighting/arguing with others
Over activ	ity			Can't stand up for myself
Weight los	SS			Can't say "no" to others
Weight ga	in			Poor adjustment to job/school
Headache	S			Bad temper/anger problems
Feelings o	f inferiority			Difficulties with opposite sex
Loss of int	erest			Stomach or bowel disturbance
Poor sleep	oing			Unfairly treated by others
Repetitive	ideas			Repetitive behaviors
Thought o	f suicide			Drinking or drug problems
Wish to hu	urt others			Rely too much on others
Marital re	lationship			Suspicious of others
Financial p	problems			Recent loss of someone
Lonely/too	o few friends			Sexual problems/concerns
Unhappy r	most of the time			Family quarreling
Problem w	vith children			Fearful of things or situations
Troubling	memories			Religious/spiritual concerns
Inability to	relax			Cardiovascular /heart problems
Memory d	lifficulties			Alcohol/drug problem in family
Lack of co	nfidence			Unusual/strange experiences
Can't mak	e decisions			Stress from recent event
Bitterness	or resentment			Divorce/separation difficulty
Periods of	over activity			Troubling habits/thoughts
Eating pro	blems			Feeling rejected by family
Shy or awl	kward with others			Other (specify)

——————————————————————————————————————	eek neip at this time.
Have there been times when the problem(s) got better or disappeared? Yes  If so, when	
What do you think helped?	
Were there times when the problem was especially bad? Yes No If some statement of the problem was especially bad? Yes No If some statement of the problem was especially bad? Yes No If some statement of the problem was especially bad? Yes No If some statement of the problem was especially bad? Yes No If some statement of the problem was especially bad? Yes No If some statement of the problem was especially bad? Yes No If some statement of the problem was especially bad? Yes No If some statement of the problem was especially bad?	
Are there other people who play a role in causing your problem? Explain	
Name the main goal that you would like to reach in counseling	
How did you hear about our center?	
I completed the above information accurately and have read and agree to the gen Barnabas Medical-Behavioral Healthcare, LLC. I give my consent for services with E its professional staff to include assessment, diagnosis, psychotherapy, pharmacoth planning process, evaluation and testing as appropriate.	Barnabas Medical-Behavioral Healthcare and
Signature	Date
Provider	Date

# **Medical History**

# **Family History**

			Father's	Mother's		
	Father	Mother	Parents	Parents	Siblings	Children
Heart Disease						
High Blood Pressure						
Stroke						
Cancer						
Glaucoma						
Diabetes						
Epilepsy/Convulsions						
Bleeding Disorder						
Kidney Disease						
Thyroid Disease						
Mental Illness						
Osteoporosis						
Patient Medical History						
<ul> <li>☐ Headache</li> <li>☐ Shortness of Breath</li> <li>☐ Heart Palpitations</li> <li>☐ Heart Murmur</li> <li>☐ Chest Pain</li> <li>☐ Dizziness/Fainting</li> <li>☐ Peripheral Vascular Disease</li> <li>☐ Allergies/Hay fever</li> <li>☐ Asthma</li> <li>☐ Bronchitis</li> <li>☐ Pneumonia</li> <li>☐ Ulcer</li> <li>☐ GI Disorder</li> <li>☐ Lactose Intolerance</li> </ul>	Prosta Bowe Incon Overa Frequ Sexua Vener Frequ Hepat Anem Arthri Osteo	ia	rsfunction	Go Sca Chi Rho Mu Me	orlet fever ronic rashes eumatic fever umps easles bella	

Patient Name  Provider	Patient DOB Patient Signature Parent/Guardian Signature			
	_			
Please CLEARLY list any current medications you are taking	ng Strength	Dose	Frequency	
Example- Zithromax Z-Pack	250 mg	2 Pills	Daily	
Please list clearly any allergies as it related to medications				
Example -Penicillin				
Preferred Pharmacy Name	Phone Number _ Address			
Primary Care Doctor	Fax N	Number		
Referring Provider	Fax N	Number		

Name:

		Date:	
<b>Instructions</b> : Please answer ea	ch question to the	best of v	your ability

1. Has	there ever been a period	of time when you were not	your usual self and	Yes	No
	you felt so good or so h were so hyper that you g		ght you were not your normal sel	f or you	0
	you were so irritable th	at you shouted at people or	started fights or arguments?	$\circ$	0
	you felt much more sel	f-confident than usual?		0	0
	you got much less sleep	than usual and found you o	didn't really miss it?	0	0
	you were much more to	alkative or spoke much faste	r than usual?	0	0
	thoughts raced through	your head or you couldn't	slow your mind down?	0	0
	you were so easily distr on track?	acted by things around you	that you had trouble concentratin	g or staying	0
	you had much more en	ergy than usual?		0	0
	you were much more a	ctive or did many more thin	gs than usual?	0	0
	you were much more somiddle of the night?	ocial or outgoing than usual,	for example, you telephoned frie	nds in the	$\circ$
	you were much more ir	terested in sex than usual?		0	0
	you did things that wer excessive, foolish, or risky		ner people might have thought we	ere	$\circ$
	spending money got yo	u or your family into trouble	e?	0	0
•	ou checked YES to more t period of time?	han one of the above, have	several of these ever happened du	uring the	0
		any of these cause you – like s or fights? Please select on	e being unable to work; having fan e response only.	nily, money or legal	
	No Problem	Minor Problem	Moderate Problem	Serious Proble	em
	e any of your blood relat -depressive illness or bip		arents, grandparents, aunts, uncle	es) had	$\circ$
5. Has	a health professional eve	er told you that you have ma	nnic-depressive illness " " or bipola	ır disorder?	0

# Generalized Anxiety Disorder Questionnaire (GAD-7) Name: Date: Over the last 2 weeks, how often have you been bothered by any of the following problems? 1. Feeling nervous, anxious or on edge? Not at all Several days More than half the days Nearly every day 2. Not being able to stop or control worrying? Not at all Several days More than half the days Nearly every day 3. Worrying too much about different things? Not at all Several days More than half the days Nearly every day 4. Trouble relaxing? Not at all Several days More than half the days Nearly every day 5. Being so restless that it is hard to sit still? Not at all Several days More than half the days Nearly every day 6. Becoming easily annoyed or irritable? Not at all Several days More than half the days Nearly every day 7. Feeling afraid as if something awful might happen? Not at all Several days More than half the days Nearly every day The GAD-7 score is calculated by assigning scores of 0, 1, 2, and 3, to the response categories of 'not at all', 'several days', 'more than half the days', and 'nearly every **TOTAL SCORE**

day', respectively, and adding together the scores for the seven questions.

0 Points Not at all 1 Point Several days

More than half the days 2 Points

3 Points Nearly every day

Patient Name:	/ Date:
BARKLEY'S Quick-Check for Adult	ADHD Diagnosis Modified

Please answer the following questions by placing a check mark under the corresponding column yes or no.

Current ADHD Symptoms			
Do you?			
1.	Made decisions impulsively?	YES	NO
2.	Have difficulty stopping activities or behavior when you should do so?		
3.	Start projects or tasks without reading or listening to directions carefully?		
4.	Have poor follow through on promises?		
5.	Have trouble doing things in proper order?		
6.	Drive with excessive speed?		
7.	Often become easily distracted by extraneous stimuli?		
8.	Often have difficulty sustaining attention in tasks or leisure activities?		
9.	Often have difficulty organizing tasks and activities?		
	Total check marks for each column		

Areas of Impairment			
Do	you feel that your symptoms impair your?		
1.	Occupation or job?	YES	NO
2.	Social life?		
3.	Educational activities?		
4.	Family Life?		
	Total check marks for each column		

Recall of Childhood Behavior			
When you were a child, did you?			
1.	Often fail to give close attention to details or make careless mistakes in your work?	YES	NO
2.	Often have difficulty sustaining attention in tasks or fun activities?		
3.	Often feel restless?		
4.	Often avoid, dislike, or were reluctant to engage in work that required sustained mental effort?		
5.	Often forget things in your daily activities?		
6.	Often interrupt or intrude on others?		
	Total check marks for each column		

Patient Name:	/Date:
Adult Self-Reported Survey	

	Please answer the following questions by marking the corresponding frequency as each question applies to you.	Never	Rarely	Sometimes	Often	Very Often
1.	How often do you have trouble wrapping up the final details of a project once the challenging parts have been done?					
2.	How often do you have difficulty getting things in order when you must do a task that requires organization?					
3.	How often do you have problems remembering appointments or obligations?					
4.	When you have a task that requires a lot of thought, how often do you avoid or delay getting started?					
5.	How often do you fidget or squirm with your hands or feet when you must sit down for a long time?					
6.	How often do you feel overly active and compelled to do things, like you were driven by a motor?					
	Total Shaded Responses Questions 1-6		Total			
7.	How often do you make careless mistakes when you must work on a boring or difficult project?					
8.	How often do you have difficulty keeping your attention when you are doing boring or repetitive work?					
9.	How often do you have difficulty concentrating on what people say to you, even when they are speaking to you directly?					
10.	How often do you misplace or have difficulty finding things at home or at work?					
11.	How often are you distracted by activity or noise around you?					
12.	How often do you leave your seat in meetings or other situations in which you are expected to remain seated?					
13.	How often do you feel restless or fidgety?					
14.	How often do you have difficulty unwinding and relaxing when you have time to yourself?					
15.	How often do you find yourself talking too much when you are in social situations?					
16.	When you are in a conversation, how often do you find yourself finishing the sentences of the people you are talking to, before they can finish?					
17.	How often do you have difficulty waiting your turn in situations when turn taking is required?					
18.	How often do you interrupt others when they are busy?					

## **Barnabas Behavioral Healthcare LLC**

# **Notice of Privacy Practices**

This notice describes how medical, drug and alcohol and psychological related information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

### **General Information**

Information regarding your health care, including payment for health care, is protected by two federal laws; the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 42 U.S.C. 1320det seq., 45 C.F.R. Part 160 & 164 and the Confidentiality Law, 42 U.S.C. 290dd-2, 42 C.F.R. Part 2. Under these laws, Barnabas Behavioral Healthcare LLC may not say to a person outside Barnabas Behavioral Healthcare LLC that you attend the practice, nor may Barnabas Behavioral Healthcare LLC disclose any information identifying you as a client, or disclose any other protected information except as permitted by federal law.

Barnabas Behavioral Healthcare LLC must obtain your written consent before it can disclose information about you for payment purposes. For example, Barnabas Behavioral Healthcare LLC must obtain your written consent before it can disclose information to your health insurer in order to be paid for services. Generally, you must also sign a written consent before Barnabas Behavioral Healthcare LLC can share information for treatment purposes or for health care operations. However, federal law permits Barnabas Behavioral Healthcare LLC to disclose information without your written permission in the following situations:

- 1. Pursuant to an agreement with a qualified service organization/ business associate
- 2. For research, audit or evaluations.
- 3. To report a crime committed on Barnabas Behavioral Healthcare LLC premises or against Barnabas Behavioral Healthcare LLC personnel.
- 4. To medical personnel in a medical emergency.
- 5. To appropriate authorities to report suspected child abuse or neglect or domestic violence.
- 6. As allowed by a court order.

For example, Barnabas Behavioral Healthcare LLC can disclose information without your consent to obtain legal or financial services, or to another medical facility to provide health care to you, as long as there is a qualified services organization/business associate agreement in place.

Barnabas Behavioral Healthcare LLC may need to share your protected health information with third party "business associates" that perform various activities such as laboratory services and billing partners. Whenever an arrangement between our office and a business associate involves the use or disclosure of your protected health information, we will have a written contract that contains terms that will protect the privacy of your protected health information.

Before Barnabas Behavioral Healthcare LLC can use or disclose any information about your health in a manner which is not described above, it must first obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing at any time.

### **Your Rights:**

Under HIPAA you have the right to request restrictions on certain uses and disclosures of your health information. At your request, Barnabas Behavioral Healthcare LLC will not disclose information to your health insurance plan about any services for which you have paid out-of-pocket.

Barnabas Behavioral Healthcare LLC is not required to agree to any other restrictions you request, but if it does agree, then it is bound by that agreement and may not use or disclose any information which you have restricted except as necessary in a medical emergency.

You have the right to request that we communicate with you by alternative means or at an alternative location. Barnabas Behavioral Healthcare LLC will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA you also have the right to inspect and copy your own health information maintained by Barnabas Behavioral Healthcare LLC, except to the extent that the information contains psychotherapy notes or information compiled for use in a civil, criminal or administrative proceeding or in other limited circumstances.

Under HIPAA you also have the right, with some exceptions, to amend health care information maintained in Barnabas Behavioral Healthcare LLC records, and to request and receive an accounting of disclosures of your health related information made by Barnabas Behavioral Healthcare LLC during the six years prior to your request. You also have the right to receive a paper copy of this notice.

### **Barnabas Behavioral Healthcare LLC Duties:**

Barnabas Behavioral Healthcare LLC will not share your protected health information for marketing or fundraising purposes, nor will we ever sell your protected health information without your prior approval.

Barnabas Behavioral Healthcare LLC is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. Barnabas Behavioral Healthcare LLC is required by law to abide by the terms of this notice. Barnabas Behavioral Healthcare LLC reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains. You may access a revised version by accessing our website, or you may request a copy by calling the office and requesting that a revised copy be sent to you in the mail or asking for one at the time of your next appointment.

## **Questions and Complaints:**

If you want more information about our privacy practices or have questions or concerns, please contact our Compliance Officer <u>Thomas Cromer</u> at 803-216-0850.

If you are concerned that we may have violated your privacy rights, or you disagree with a decision we made about access to your health information or in response to a request you made to amend or restrict the use of disclosure of your health information or to have us communicate with you by alternative means or at alternative locations. You may complain to us using the contact information listed at the end of this Notice. You also may submit a written compliant to the U.S. Department of Health and Human Services. We will provide you with the address to file your complaint with the U.S. Department of Health and Human Services upon request.

We support your right to the privacy of your health information. We will not retaliate in any way if you choose to file a complaint with us or the U.S. Department of Health and Human Services.

If you have any questions or comments regarding your Protected Health Information, feel free to contact our Compliance Officer. The contact information is provided below.

Contact Officer: Thomas Cromer, Corporate Compliance Officer Telephone: 803-216-0850 Fax: 602-253-6554

Address: 409 Evelyn Drive Columbia, South Carolina 29210