



Client Orientation Handbook - Outpatient

Welcome to View Point Health! We strive to provide the best service to everyone with a Total Care Perspective. We are one of 23 agencies created by the state of Georgia to provide a safety net of care for behavioral health, substance use, and developmental disabilities. **View Point Health provides individual and group therapies, medication management, recovery and crisis stabilization services.**

This booklet is intended to give you important information about View Point Health.

Please keep this booklet handy, and feel free to ask any questions you might have about us and the services we provide. Our website is MyViewPointHealth.org

OUR VISION:

Building healthy lives and healthy families through high quality comprehensive care

OUR MISSION:

To promote overall health and improve quality of life by ensuring the delivery of effective behavioral and physical health care that meets the needs of communities we serve

View Point Health Services

Outpatient Services



Lawrenceville Center
175 Gwinnett Drive
Lawrenceville, GA 30046
678-209-2411



**Alianza Terapeutica
Latina** (*bilingual Español*)
6020 Dawson Blvd, Suite I
Norcross, GA 30093
770 662-0249



Norcross Center
5030 Georgia Belle
Court
Suite 2036
Norcross, GA 30093
678-209-2745



Newton Center
8201 Hazelbrand Road
Covington, GA 30014
678-209-2600



Rockdale Center
977-A Taylor Street
Conyers, GA 30012
678-209-2655

Specialty Programs (Children and Adolescents)



DR3AM'RS Clubhouse
6010 Dawson Blvd
Suite B
Norcross, GA 30093
770-449-3311



The Clubhouse
640 Hillcrest Road
Lilburn, GA 30047
678-209-2550



**Mixtura Prevention
Clubhouse**
6500 McDonough Dr.
Suite D9
Norcross, GA 30093
678-646-5959



The N.E.S.T. Mental Health
6010 Dawson Blvd.
Suite A-1
Norcross, GA 30093
770-864-3097



STRIVE Clubhouse
1775 Access Rd., Ste A
Covington, GA 30014
678-209-2377

Specialty Programs (Adult)

GRAN Recovery Center
215 Kirkland Road
Covington, GA 30016
678-209-2770

**Assertive Community
Treatment (ACT)**
2799 Lawrenceville Hwy
Suite 102
Decatur, GA 30033
678-209-2530

**Assertive Community Treatment
(ACT)**
175 Gwinnett Drive
Suite 360
Lawrenceville, GA 30046
678-209-2337

Intensive Case Management
David O. Crews Center
1020 Lakes Parkway
Suite 130
Lawrenceville, GA 30043
678-209-2526

**Beacon Place/Five Points
Day Services**
David O. Crews Center
1020 Lakes Parkway
Lawrenceville, GA 30043
678-209-2484

**New Rock
Day Services**
101 Kirkland Road
Covington, GA 30016
678-209-2575

Supported Employment
David O. Crews Center
1020 Lakes Parkway
Lawrenceville, GA 30043
678-209-2477

Court Services
318 West Pike Street
Lawrenceville, GA 30046
678-209-2505

Intellectual and Developmental Disability Services



Independent Enterprises
175 Kirkland Road
Covington, GA 30016
678-209-2555

Community & Prevention Offices

6500 McDonough Dr.
Suite D9
Norcross, GA 30093
Phone: 678-646-5959

Crisis Stabilization Services

Adult CSU
Lawrenceville, GA 30045
678-209-2411

Child & Adolescent CSU
Decatur, GA 30032
678-209-2710

Autism Spectrum Disorder CSU "The Ranch"
Conyers, GA 30094
678-209-2560

Housing

MH Residential Services – 678-209-2485
IDD Residential Services – 678-209-2555

Hours of Operation:

Normal office hours are 8:00am to 5:00pm, Monday through Friday. However, some programs are open after hours, so please check with your specific center.

After-hours Crisis Situation?

- For an *After-Hours* outpatient crisis, please dial **678-209-2367**
- For Medical Emergencies or police, please dial **911**
- For Poison Control Emergencies, dial **1-800-222-1222**

Pharmacy Services:

View Point Health provides pharmacy services through Genoa Healthcare Pharmacy. The Genoa pharmacies are located at our Lawrenceville and Rockdale Outpatient Centers. Genoa is able to fulfill all of your medication needs on-site to ensure that you are provided with the best possible mental health services around. For any questions about your prescriptions, or to order refills, call Genoa.

- Genoa @Lawrenceville Center: 678-993-0687
- Genoa @Rockdale Center: 678-209-2673

Genoa Pharmacy: Hours of Operation

Monday - Friday: 8am - 5pm

Closed during Lunch: 12:00pm - 1:00pm

*****Important to know: View Point Health does not provide gap refills, or accept automatic refill requests from pharmacies. If you do not have any refills left that means you'll need to see a prescriber for a new prescription*****

Physical Healthcare:

If you have physical health needs, or want to find a local, community based Primary Care doctor, here are some resources.

- **Conyers, Decatur & Stone Mtn:** Oakhurst 678-210-2700 oakmed.org
- **Lawrenceville:** Hope Clinic 770-685-1300 hopeclinicgwinnett.info
- **Lawrenceville & Norcross:** Four Corners Primary Care 770-806-2928 fcpchealth.com
- **Norcross (two locations):** Good Samaritan 678-280-6630 goodsamgwinnett.org

Client Guidelines & Responsibilities

Developing Your Plan of Care:

You will first be assessed by an intake clinician and discuss the reason you are seeking services. A treatment plan to address your needs, including referrals to other services, will be completed. The intake clinician will also help you get set up with your first treatment appointments (doctor, nurse, and counselor).

At your intake we will ask if you have an "Advanced Directive" – this is a legal document that lists your preferences for future mental health treatment, services, and supports, or names an individual to make treatment decisions for you if you are ever in a crisis and unable to make decisions.

You will receive information regarding our program rules and guidelines once you meet with your clinician. The length of time in our services varies for each individual and program, and we encourage you to remain in treatment as long as is recommended.

You will work with your treatment team to develop a plan that is specific to your unique needs and circumstances. Your participation is crucial to this process.

If your treatment is mandated by an outside agency (like the court or probation), we will send them any information they request from us.

In addition, if you move out of the area we may connect you to another community mental health center that is closer to you.

Your honest input and feedback are important to us, and helps us provide you with better service. While you are in services, we will ask you to complete client satisfaction surveys. We appreciate your assistance in completing these surveys so we may know how to best help you and other people we serve.

Therapy Services:

Therapy, or counseling, is a relationship between people that works because of clearly defined rights and responsibilities held by each person. As a therapy client you have certain rights and responsibilities that are important to understand.

Therapy has both risks and benefits:

Risks may include: experiencing uncomfortable feelings, such as sadness, guilt, anxiety, anger, frustration, loneliness and helplessness, because the process of therapy often requires discussing the unpleasant aspects of your life.

However, therapy has been shown to have benefits. Therapy often leads to a significant reduction in feelings of distress, increased satisfaction in relationships with others, greater personal awareness and insight, increased skills for managing stress or your mental health symptoms, and it can help you find

resolutions to specific problems. Therapy requires a *very active* effort on your part. In order to have a successful outcome you will have to work on things *outside* of your therapy sessions, such as practicing new coping skills, or challenging your automatic thoughts and beliefs.

At your 1st therapy appointment:

- ✓ You and your clinician will review your treatment plan and your goals for therapy. You can also make changes to your plan, if needed.
- ✓ Your clinician will explain to you the therapy approaches they plan to use. You should think about this information and make your own decision about whether you feel comfortable working with your clinician.
- ✓ If you have questions about your clinician's approaches or techniques, please let them know. This is normal and it is okay to talk with them about any questions or concerns you may have. Your comments will be taken seriously and handled with care and respect. If your concerns or doubts persist we will be happy to help you set up a meeting with another clinician for a second opinion.

As a therapy client you have ***the Right.....***

- ✓ To receive considerate, safe and respectful care, without discrimination as to race, ethnicity, color, gender, sexual orientation, disability, age, religion, national origin, or source of payment.
- ✓ To ask questions about any aspects of therapy or about your clinician's specific education, training and experience.
- ✓ To expect that you and your clinician will have a professional relationship, which means there will be no personal or romantic relationships or social media contact, even if you are no longer receiving services.
- ✓ To request to end therapy at any time, or to see another clinician. Your request will not be held against you.

and ***Responsibility....***

- ✓ To understand that communication with your clinician will be limited to your therapy sessions (no emails or texts). Please bring your questions, concerns, ideas to your appointments, as clinicians do not usually speak with clients in between sessions unless it's an emergency.
- ✓ To be on time for your therapy session; if you are late to the appointment your session will still end at the scheduled time. If you are not keeping your appointments your clinician will discuss this with you and a change in treatment may occur.
- ✓ To not share the Telehealth Zoom link (if used) with anyone else or attempt to enter the room when you do not have an appointment.
- ✓ To call us at 678-209-2411 if you need to cancel or reschedule an appointment; 24 hours' notice is required, except in times of emergency.

Scheduling Appointments:

We schedule our doctor appointments a little differently than what you may be used to. At View Point Health, *we only schedule doctors' appointments ONE week out*. We call this ***Just in Time*** scheduling. It means that when you leave your doctor's appointment the front desk will give you a reminder card for the day you need to call Centralized Scheduling to make your follow-up appointment. When you call Centralized Scheduling, they will schedule you to see the doctor within one week.

Example of Reminder Card

<p>Please call back on <u>5/1/2017</u></p> <p>to schedule an appointment with</p> <p>_____</p> <p>678.209.2411</p>	<p>Call on this day to schedule your next doctor's appointment</p>
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To make an appointment call Centralized Scheduling @ **678.209.2411**

Attendance:

The time of your appointment is reserved for you, so it is very important that you arrive for your appointment on time, **or** call 24 hours in advance if you need to reschedule. We have a No Show policy at View Point Health:

- **Therapy appointments:** If you miss 2 consecutive therapy appointments for any reason without giving 24 hours' notice, you will be asked to attend group therapy before being allowed to resume individual therapy sessions.
- **Psychiatric appointments:** If you miss a psychiatric appointment for any reason without giving 24 hours' notice, **no further appointments will be scheduled**. Instead you will be provided with walk-in clinic hours for a med refill with any available provider.

****Important to know:** Please arrive EARLY for your appointments. Some providers will not be able to see you if you are late for your appointment. You may be asked to reschedule *OR* you may choose to sit and wait to see if we can fit you in later that day. So, please, **BE EARLY FOR ALL YOUR APPOINTMENTS!!**

Some Frequently Asked Questions

Q: What if I forget to make a doctor's appointment and I ran out of meds?

Answer: Call Centralized Scheduling at 678-209-2411 so they can get you scheduled!

Q: What if I ran out of medications but it's not time yet for me to see the doctor?

Answer: You probably have refills so call your Pharmacy for a refill. If you are **OUT OF REFILLS** that means you need to see the doctor – so call Centralized Scheduling to get an appointment!

Q: What if I missed my doctor appointment? (I forgot, I slept in, I didn't have a ride, my ride didn't show).....

Answer: Because you were a "No Show" you won't be allowed to make an appointment. You can walk-in to your doctor office and we'll try to fit you in that day. There is NO guarantee though, and you may have to wait until we can fit you in.

Q: What if something unexpected happened and I had to call to cancel my appointment for that day?

Answer: Same day cancelations are still considered a No Show, so you will only be allowed to see a doctor as a walk-in.

Q: It was my first time appointment with the doctor, and I didn't show/missed it. What do I do?

Answer: Because the first doctor appointment is a longer one, you cannot walk-in, nor can it be rescheduled. You will need to speak to the Program Director or Manager.

Phone calls:

If you are having a medical emergency please call 911. If you need to speak to your clinician or the nurse/doctor please **call 678-209-2411** and ask to speak with someone at your center. All calls will be handled by our office staff. For all medical calls, the nurse will contact you as soon as possible.

****Important to know:** *We do not give phone refills; you must be seen by a doctor if you are out of refills***

Agency Fees:

Our fees are established by the State of Georgia on a sliding scale based on your family size and household income.

Until your proof of income is received, you will be charged 100% and then we can adjust the fee when proof of income is provided. We accept cash, checks, and most credit cards.

We accept Medicare and Medicaid, and some insurance plans – but not all. So it's up to you to call your insurance company to find out if your services are covered "in network". If we are NOT an in-network provider with your insurance, ask if they will allow you to come here for "Out Of Network" services. This means you will pay us the full cost of the services at your appointment and then file with your insurance company to be repaid.

Your Rights:

As a client of View Point Health you have the right to....

- Consent to or refuse services
- Receive care suited to your needs
- Participate in planning your own individual treatment plan
- Receive treatment regardless of race, ethnic origin, religion, creed, gender, handicap, or sexual orientation
- Receive services that respect your dignity, and are free of physical abuse, verbal abuse, neglect, retaliation and humiliation
- Be informed of the benefits, risks and costs of your treatment
- Receive prompt and confidential services, regardless of ability to pay
- Review and obtain copies of your records, unless the physician or other authorized staff determines it is not in your best interest

A more detailed version of Client Rights is available; ask for a copy at the front desk!

Your Responsibilities:

As a client of View Point Health you are responsible for...

- Actively participating in services and following your treatment plan
- Paying an established fee
- Respecting the rights & privacy of others
- Following all VPH policies on safety
- Being on time for your appointments
- Notifying us 24 hours in advance when you are unable to keep appointments
- Notifying us of any important changes such as finances, address change or new insurance information

Ethical Standards:

View Point Health is committed to following high ethical standards in conducting business and providing you with services. Employees of View Point Health are expected to adhere to high moral and ethical standards.

- Your welfare must be the overriding concern of each staff member; your dignity must be respected at all times and upon all occasions.
- Your information will be held in the strictest confidence and will not be released without your permission or as provided by law.
- You will only be billed for services rendered.

- View Point Health staff is prohibited from engaging in business transactions with you for money or exchange of goods or services. Staff is not allowed to borrow from you or lend money to you.
- View Point Health staff is prohibited from giving gifts to or receiving gifts from you.
- View Point Health staff is prohibited from dating or engaging in socially or sexually intimate relationships with you.

Client Concerns/Complaints:

If you feel that any of your rights have been violated or denied, please take the following steps:

- Talk with your clinician to discuss your concerns.
- If you cannot reach a solution with your clinician, or if you do not feel comfortable talking with them about your concerns, ask to speak to Center Director or program supervisor.
- If your concern/complaint has still not been resolved, then you may wish to file a formal complaint with the **Client Assistance Program @ 678-209-2382**. A representative will be glad to hear your concerns and assist you with the clients' rights' process.

Be assured that your complaint will not result in retaliation or barriers to service.

Confidentiality:

We want to gain your trust and protect your privacy!

Staff, volunteers, or interns will not talk to anyone or send out information about you unless you sign a Release of Information. The Release should be very exact about what, why, and how much information needs to be shared. To requests for copies of your medical record please call our **Medical Records Department @ 678-209-2403**

There are certain times when we will be unable to maintain the confidentiality of your records. Some examples are: if there is a medical emergency; if you are in danger of hurting yourself or others; in a criminal investigation; if your records are subpoenaed or court-ordered. Courts may request/receive information about you if you are involuntarily admitted, *without a Release*, unless you are receiving treatment for substance abuse. Furthermore, we are mandated to report any suspected child/adult abuse to DFACS. (For additional privacy information please see "Notice of Privacy Practices" at the end of this packet.)

If you have concerns about issues regarding confidentiality, be sure to talk to your clinician or someone in the **Client Assistance Program @ 678-209-2382**.

Requests for Paperwork: Forms and Questionnaires

Due to the high number of requests received for VPH providers to complete paperwork (including but not limited to Social Security Administration forms (SSDA/SSI), disability insurance questionnaires and/or assessments, employment-related forms, FMLA applications, etc.) and the dual relationship that would be created between client and providers, this paperwork will not be completed. Any information, other than copies of medical records, may be provided using one of the four standard form letters: Treatment Letter, Work/School Excuse Letter, Appointment Letter, or Jury Duty Excuse Letter. After a request has been made the provider has up to 7 business days to complete the letter (no same day requests).

In cases of children who need paperwork completed for school purposes (i.e., IEP, homebound requests, etc.) the Treatment Team will discuss each case and coordinate the completion of such paperwork with the provider. Providers are encouraged to assist with the completion of educational requests to ensure children have access to the needed educational supports. Requests for school documentation must be made in advance (no same day); and, due to the complexity of the documents, providers have up to 3 weeks to complete such documents.

Safety and Security:

We want to maintain a safe and secure environment for you. It is everyone's responsibility to follow all agency safety policies and procedures.

- ✓ If you have a special need or disability, please let us know so that we can provide accommodations and ensure that you are comfortable and are receiving quality care!
- ✓ Familiarize yourself with Exit Signs in the building. In case of fire, severe weather or disaster, a View Point Health Safety Officer will direct you to a safe location.

View Point Health is TOBACCO-FREE

We are committed to protecting the whole health of clients, staff, and visitors. Therefore, we have prohibited the use of tobacco products and electronic cigarettes on all premises. Help us be Tobacco-free!

NO WEAPONS or ILLICT DRUGS POLICY

To protect the safety and health of our clients, staff, and visitors we prohibit the possession of any weapons in treatment areas or illegal substances on all properties of View Point Health. If you bring a weapon beyond treatment areas, or have illegal drugs in your possession you have broken the law and law enforcement will be notified.

SAFE & SUPPORTIVE ENVIRONMENT POLICY

To protect the safety of our clients, staff and visitors, View Point Health will not tolerate any verbally or physically abusive, threatening or disruptive behavior from individuals at any of our facilities. Failure to follow this policy may result in suspension and/or termination from services.

Transition and Discharge Planning:

As you begin making progress towards your treatment goals, you will work with your clinician to transition to the least intensive mix of services that you need to ensure your ongoing health and well-being. You can discuss this transition with your clinician at any time; or it can be done when you come in to update your Treatment Plan. Your clinician will work with you to develop a plan for discharge and will assist you in connecting with community programs that can provide you with ongoing support.

*****Important to know: It is our policy to automatically close client charts that have been inactive for 90 days. That means that if you aren't seen for a service in 90 days, your chart will be closed. You can always come back to services by walking in during Open Access hours to have your chart reopened.***



Crisis/Safety Planning

If you are an active View Point Health client and you need to speak with an Outpatient on-call clinician after normal business hours:

Outpatient Afterhours Emergency Contact Number dial 678-209-2367

Are you interested in having an additional option to access your Crisis/Safety Plan using your mobile device?

Try using MY3

Download FREE <http://my3app.org/>

MY3 is available in the Apple App Store and Google Play, free of charge

- List 3 contacts from your Support System
- Build your Safety Plan (identify your personal warning signs, coping strategies, distractions and personal support network)

MOBILE APPS

PTSD Coach: (US Dept. of VA): education, information and self-assessment tools for PTSD.



Booster Buddy: teens and young adults improve mental health and manage wellness journey.



My 3: List 3 contacts from your Support System and build your Safety Plan (identify your personal warning signs, coping strategies, distractions and personal support network).



Battle Buddy (US Army): tools and information to support stress management.



Not OK: digital panic button for immediate support via text, call or GPS when you are struggling to reach out.



TALK (SAMSHA): helps teach the do's and don'ts of talking to kids about underage drinking.



Know Bullying (SAMSHA): tips for caregivers of children age groups (3-teens) help build stronger foundation to develop resilience to peer pressure and help prevent bullying.



Mindfulness: stress management tool which helps with mindfulness practice techniques for stress control and relaxation.



Alcohol's Effects on the Brain (SAMSHA): interactive science-based curriculum (fifth- and sixth-grade level) describes alcohol and how it impacts the brain.



Emoji Journal: track your daily mood, feelings and enter memories to look back on.



Dbt911: tool for DBT training. Access a skill quickly and also create your own crisis list with random distress tolerance skill to work on.



T2 Mood Tracker: track your emotional experience over time and to provide you with a tool to share this information with your health care provider.



Crisis Text Line: Text 741741 from anywhere in the USA to text with a trained Crisis Counselor.

<https://www.crisistextline.org/>



Extra Mobile Apps for Self-Care and Positive Stress Management

- ▶ Anti-Stress
- ▶ Nature Sound
- ▶ Take a Break
- ▶ Breathe2Relax
- ▶ Ambient

- ▶ Stress Check
- ▶ Headspace
- ▶ Calm
- ▶ Stress Relief
- ▶ Insight Timer

~COMMUNITY RESOURCES~	
National Alliance on Mental Illness (NAMI) NAMI Georgia Helpline 770-408-0625 www.namiga.org	Mental Health America 1-800-969-6642 http://www.mentalhealthamerica.net
National Clearinghouse for Alcohol/Drug Info 1-844-675-1065 www.health.org	Narcotics Anonymous North Atlanta Area Helpline 678-405-0825 www.na.org
Alcoholics Anonymous— 24 hour line 1-404-525-3178 www.aa.org	Georgia’s Council on Developmental Disabilities 1-404-657-2126 www.gcdd.org
National Resource Center on Psychiatric Advanced Directives https://www.nrc-pad.org this website has a link to Georgia’s Advanced Directive Health Care Form, at no cost!	
Additional resources and community activities can also be found on View Point Health’s website at www.myviewpointhealth.org Your clinician will assist with referrals to other agencies to address your individual needs.	

Notes:

NOTICE OF PRIVACY PRACTICES

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

Our Commitment to Protect Your Mental Health and Medical Information

You have a right to privacy with respect to your past, present, and future mental health and medical information. View Point Health is required by law to protect your information and to provide you with this Notice of our legal duties and privacy practices with respect to your protected health information. You have the right to receive a paper copy of this Notice.

We are required to follow the privacy practices described in this Notice, though we reserve the right to change our privacy practices and the terms of this Notice at any time. In the event this Notice is revised, you may request a paper copy of the revised notice or view the revised notice at the above web address.

How We May Use and Disclose Your Protected Health Information

We use and disclose protected health information for a variety of reasons. In general, our use and disclosures fall within the following three categories: treatment, payment, and health care operations.

Treatment – We will use your protected health information and disclose it to others as necessary to provide treatment to you. For example, members of our clinical staff may access your record in the course of your care, or share information in the process of coordinating your care. Such staff members include physicians, psychologists, nurses, and other mental health professionals. Additionally, disclosure to another facility, community health center, or private practitioner may become necessary for your continued treatment.

Payment – We will use or disclose your protected health information as necessary to arrange for payment of services provided to you. For example, information about your diagnosis and the services we provide to you may be included in a bill that we send to a third-party payer.

Health Care Operations – We will use or disclose your protected health information in the course of operating View Point Health centers or for the health care operations of another organization that has a relationship with you. For example, our quality assurance staff reviews records to ensure that our high standards of treatment delivery are reached consistently. In addition, View Point Health may contract with outside companies, or "business associates", such as consultants, accountants, lawyers, and medical transcriptionists, to provide services that may involve the use of your protected health information.

Unless you instruct us otherwise, we may also send appointment reminders, information about treatment options and other health-related benefits that may be of interest, and other similar materials to you.

Uses and Disclosures Requiring Your Authorization

We are generally prohibited from using or disclosing your protected health information for purposes other than treatment, payment, and health care operations without your written authorization, unless the use or disclosure is within one of the categories described below. In addition, we generally may not use or disclose psychotherapy notes written by your mental health provider without your written authorization, even for treatment, payment and health care operations. You have the right to revoke your authorization in writing at any time, except to the extent that we have already undertaken an action in reliance upon your authorization.

Uses and Disclosures Not Requiring an Authorization

By law, we may use or disclose certain of your protected health information without an authorization in the following circumstances:

When required by law – We may disclose protected health information when a law requires that we report information about suspected abuse, neglect, or domestic violence, or relating to certain criminal activity, or in response to a court order. We must also disclose protected health information to authorities that monitor our compliance with these privacy requirements.

For public health activities – We may disclose certain protected health information to public health agencies as permitted or required by law.

For health oversight activities – We may disclose certain protected health information to certain government agencies for oversight activities authorized by law.

Judicial and Administrative Proceedings – We may disclose protected health information in response to a court or administrative order. We may also disclose protected health information in certain cases in response to a subpoena, discovery request, or other lawful process, subject to your notice and opportunity to object.

Relating to deceased individuals – We may disclose certain protected health information related to death to pursuant to a valid subpoena of a coroner or medical examiner.

To avert a serious threat to health or safety – We may disclose protected health information, in order to avoid a serious threat to your health or safety and the health and safety of the public or another person.

For specific government functions – We may disclose protected health information as required by military authorities, to correctional facilities in certain situations, to government benefit programs relating to eligibility and enrollment, and for national security and intelligence reasons, such as protection of the President.

Appointment Reminders – General information will be used to contact you and remind you of appointments with View Point Health.

Uses and Disclosures of Alcohol/Drug Treatment Records

At View Point Health, personally identifying information related to the treatment of substance abuse has special legal privacy protections as outlined in the federal law 45 CFR Part 2. We will not disclose any information identifying you as a consumer of our services or provide any mental health or medical information relating to substance abuse treatment except in certain circumstances, including but not limited to: (1) you consent in writing; (2) a court orders disclosure of the information after a show cause hearing as required under Georgia Law; (3) medical personnel need the information to meet a medical emergency; (4) qualifying personnel use the information for the purpose of conducting research, management audits, or program evaluation; or (5) it is necessary to report a crime or threat to commit a crime or to report child abuse or neglect as required by law. As applicable, you will be provided an additional notice regarding the confidentiality of substance abuse information.

Contact Information Regarding Our Privacy Practices

If you have questions, concerns, or complaints about our privacy practices, or if you disagree with a decision regarding access to your information, please contact the Privacy Officer, View Point Health, P.O. Box 687, Lawrenceville, Georgia 30046, 1-678-209-2411. You may also file a grievance with the U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-877-696-6775. You will not be penalized for filing a complaint or grievance.

Your Rights Regarding Your Protected Health Information

You have the following rights with respect to your protected health information:

To obtain access to your protected health information – You generally have the right to see and obtain copies of your protected health information upon written request. We may deny you access to review or copy your protected health information. If your request is denied, we must provide you with a reason for the denial and explain any right to have the denial reviewed. If we grant your written request for copies of your protected health information, we will advise you in advance of any fees we may impose for the costs of copying and mailing.

To request restrictions on uses and disclosures – You have the right to ask that we limit how we use or disclose your protected health information. We will consider your request, but are not legally bound to agree to the restriction. If we do agree to any restriction, we will put the agreement in writing and abide by it except in the case of emergency situations. We cannot agree to limit uses and disclosures that are required by law.

You may request that we not disclose your medical information to any persons or entities that may be responsible for paying all or any portion of the charges you incur while a patient of View Point Health. If you pay all such charges in full at the time of such request, we are required to agree to your request.

To receive confidential communications – You have the right to request that we communicate with you by using an alternative address or by alternative means. We must agree to your request as long as it is reasonable for us to comply.

To an accounting of disclosures – You have the right to receive upon written request an accounting of when, to whom, for what purpose, and what content of your protected health information has been released for the past six years. This list will not include the following instances for disclosure: for treatment, payment, and health care operations; to you, to your family, or for a facility directory; or pursuant to your written authorization. The list of disclosures will not include any certain other disclosures, such as those made to law enforcement officials or correctional facilities, for national security purposes, or disclosures made before April 14, 2003. There will be no charge for the first accounting you request within a 12 month period. For additional lists within the same period, we will advise you in advance of any fees we may impose.

To request an amendment – If you believe that your protected health information is incorrect or incomplete, you have the right to request in writing that we amend the information. Your request must include the reason you are seeking a change. We may deny your request if (1) we did not create the information or the information is not part of our records; (2) the information is not permitted to be disclosed; or (3) the information is correct and complete. Any denial must be in writing and must state the reasons for the denial and explain your right to submit a statement of disagreement and to have your statement (and any rebuttal), along with your request and the denial, appended to your record.

INVESTIGATIONS OF BREACHES OF PRIVACY

We will investigate any discovered unauthorized use or disclosure of your protected health information to determine if it constitutes a breach of the federal privacy or security regulations governing unsecured protected health information. If we determine that such a breach has occurred, we will provide you with notice of the breach and advise you what we intend to do to mitigate the damage (if any) caused by the breach, and about the steps you should take to protect yourself from potential harm resulting from the breach.