



## **Notice of Privacy Practices (NPP)**

# HIPAA- Health Insurance Portability and Accountability Act

The following information describes how CleanSlate may use or disclose your health information..

## *Your Rights*

- You may ask for an electronic or paper copy of your medical record
- You may ask CleanSlate to correct your medical record
- You may request confidential communications
- You may ask CleanSlate to limit what information we use or share
- You may ask for a list of those with whom we have shared information
- You may choose someone to act on your behalf
- You have the right to file a complaint if you feel your rights have been violated.
- You have the right to file a complaint with CleanSlate if you feel we have violated your rights by contacting the CleanSlate Report Line either by phone at 1-844-338-7287 or online at [www.reportline.ethicspoint.com](http://www.reportline.ethicspoint.com).
- You have the right to file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights either by letter, phone or online at the address below:

**U.S. Department of Health and Human Services Office for Civil Rights**  
**200 Independence Avenue, S.W.**  
**Washington, D.C. 20201**  
**Telephone: 1-877-696-6775**  
**[www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/)**

## *Your Choices*

If you have a specific preference as to how we share your information in the situations described below, please let us know so we can follow your instructions. If you are not able to specify your preferences, for example if you are unconscious, we may share some information if we believe it is in your best interest.

- Sharing your information with your family, close friends and/or others involved in your care
- Sharing your information in a disaster relief situation

For more information visit:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html)

### ***Other Important Information You Should know***

- CleanSlate may use or share your health information in the following ways:
- CleanSlate can use/and share your health information with other professionals involved in your health care once you sign a consent to treatment or release of information
- CleanSlate can use/and share your health information to improve your care on how our practices run and contact you when necessary
- CleanSlate can use/and share your health information to bill and receive payment from health insurances and/or other entities
- CleanSlate will not market or sell your health information. CleanSlate is allowed and at times is required to share your information in other ways such as research that contributes to the public good. CleanSlate is required to meet many standards and regulations by law before we can share your information for these purposes.

For more information visit either website listed below:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumer/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumer/index.html)

<http://www.healthinfolaw.org/federal-law/42-cfr-part-2>

## **Patient Notice of Protection of Alcohol and Drug Abuse**

### ***Patient Records Confidentiality of Alcohol and Drug Abuse Patient Records 42 CFR Part 2, §2.22***

The patient records of Total Wellness Centers, LLC doing business as CleanSlate Centers are protected by Federal law and regulations. CleanSlate Centers are required by 42 CFR Part 2, §2.22 to provide its patients with this notice “Patient Notice of Protection of Alcohol and Drug Abuse Patient Records”.

Generally, CleanSlate Centers, including its employees and agents (e.g. externs, interns, contractors, etc.) may not say to anyone outside of CleanSlate that a patient is receiving treatment or identify a patient of CleanSlate



as an alcohol or drug abuser without the patient's written consent, disclosure permitted by a court of law, or when the disclosure is being made to medical personnel in connection with a medical emergency or to qualified personnel for research, audit, or CleanSlate evaluation.

Violation of the Federal law and regulations by CleanSlate is a crime. Suspected violations may be reported to the CleanSlate Report Line either online at [www.reportline.ethicspoint.com](http://www.reportline.ethicspoint.com) or by telephone: 1-844-338-7287.

Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by a patient or any threat to commit such crime, either at CleanSlate or against any staff member of CleanSlate.

Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities. (See 42 U.S.C. 20dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR part 2 for Federal regulations.)

(Approved by the Office of Management and Budget under control number 0930-0099).

For any questions regarding this Patient Notice, please contact:

**CleanSlate Centers**

**Attn: Privacy Officer**

**12 Cadillac Drive, Suite 380**

**Brentwood, TN 37027**

**Telephone: 413-584-2173, Extension 10543**

**Fax: 413-584-2427**

## **Patient Rights**

Each CleanSlate patient has the right to:

- Be free from physical and psychological abuse
- Be free from strip searches and body cavity searches
- Control their appearance on CleanSlate premises, however, attire and personal decoration which interfere with treatment may be prohibited
- Access to his or her medical record in the presence of the administrator or designee unless there is a determination that access to parts of the record could cause harm to the patient
- Challenge information in his/her patient record by inserting a statement of clarification or letter of correction signed by both the provider and the patient

- Obtain a copy of the patient's records
- Have the confidentiality of his or her records secured
- Terminate treatment at any time
- Be free from coercion
- Receive impartial access to treatment or admission without regard to race, ethnicity, creed, national origin, religion, sex, sexual orientation, gender, gender identity, the ability to speak English, age, disability, or source of payment
- Treatment in a manner sensitive to individual needs and which promotes dignity and self-respect
- Full disclosure regarding fee charged and, in residential rehabilitation programs, any patient benefits to be contributed
- Grieve actions or decisions of CleanSlate regarding treatment
- Be free to practice his or her religious faith
- Request a referral to a facility which provides treatment in a manner to which the patient has no religious objection
- Drug screens conducted in a manner which preserves a patient's dignity and, when the drug screen is by urine sample, accommodates any medically confirmed inability to give urine by providing for an alternate effective means of screening such as oral swab
- Contact a regulatory agency for any reason whatsoever
- Receive a Notice of Privacy Practices
- Access and amend Protected Health Information (PHI)
- An Accounting of Disclosures of PHI
- Request a Specified Method of Communication
- Request Restrictions on Use and Disclosure of Health Information
- Privacy and confidentiality in all communications and records about care, except as otherwise permitted by law
- Informed consent to the extent provided by law

- Be examined in private and may request a person of your sex to be present during the exam. Every effort will be made to accommodate your request
- Know the identity of those providing care
- Be informed of CleanSlate policies and practices relating to patient care, treatment, and patient responsibilities
- Receive an itemized bill and an itemized explanation of your charges
- Accept or refuse care. If treatment is refused, CleanSlate will explain the effect of the decision on one's health
- Refuse to be a research subject or to be examined or treated when not for a therapeutic purpose
- Refuse to talk with or see anyone not officially connected with CleanSlate
- Refuse to be examined, observed, or treated by students (without jeopardizing care)
- Prompt life-saving treatment in an emergency situation, regardless of your ability to pay
- Interpreter services if necessary
- Reasonable requests responded to within the capacity of CleanSlate Center and its staff
- Complain without fear of reprisal; the complaint process can be initiated by the patient, the patient's family, or significant other

## How to Access Your Medical Records

Every patient has the right to access to their medical records. CleanSlate does ask that you provide us with a written request for your medical records. You may ask to see or receive an electronic or paper copy of your medical record and any other information regarding your health at any time. We will provide you with your complete medical record or summary of your health information within a 30-day time frame.

### **CleanSlate Centers**

#### **Patient Record Requests**

**12 Cadillac Drive, Suite 380**

**Brentwood, TN 37027**

**[patientrecords@cleanslatecenters.com](mailto:patientrecords@cleanslatecenters.com)**

## **CleanSlate Complaints and Grievances**

Every patient of CleanSlate has a right to complain to or file a grievance with any CleanSlate staff member regarding their treatment program or treatment program requirements. You may file a complaint or grievance with a CleanSlate staff member, Center Manager or mail a written complaint or grievance to:

**CleanSlate Centers**

**ATTN: Privacy Officer**

**12 Cadillac Drive, Suite 380**

**Brentwood, TN 37027**

**CleanSlate Centers and their staff will not retaliate against a patient for filling a complaint or grievance with CleanSlate.**