



This Notice describes how your protected health information (PHI) may be used and disclosed and how you can access this information. Please review it carefully.

Our Commitment to Your Privacy

Your privacy is important to us. This practice is required by law to:

- Maintain the privacy of your protected health information (PHI)
- Provide you with this Notice of Privacy Practices
- Follow the terms of this Notice currently in effect

Protected health information includes information that identifies you and relates to your mental health care, treatment, or payment for services.

How We May Use and Disclose Your Information

For Treatment

We may use and disclose your PHI to provide, coordinate, or manage your mental health care. Example: consulting with another healthcare provider involved in your care.

For Payment

We may use and disclose your PHI to obtain payment for services provided. Example: submitting claims to insurance or charging your payment method on file.

For Healthcare Operations

We may use your PHI for practice operations such as quality assurance, supervision, record audits, and administrative purposes.

Other Uses and Disclosures Allowed or Required by Law

We may disclose your PHI without your authorization in the following situations:

- **Risk of Serious Harm:** If there is a credible risk of harm to you or others
 - **Abuse or Neglect Reporting:** Suspected abuse or neglect of a child, elderly person, or vulnerable adult (as required by Oklahoma law)
 - **Legal Requirements:** Court orders, subpoenas, or other lawful processes
 - **Public Health & Safety:** As required to prevent or control disease or injury
 - **Business Associates:** To service providers who assist with practice operations (e.g., electronic health record systems), who are required to protect your information
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Uses and Disclosures Requiring Your Written Authorization

Your written authorization is required for:

- Release of information to third parties not involved in treatment, payment, or operations
- Use of psychotherapy notes (with limited exceptions)
- Marketing purposes

You may revoke an authorization at any time in writing, except where action has already been taken.

Your Rights Regarding Your Health Information

You have the right to:

Access Your Records

Request to inspect or obtain a copy of your health records.

Request Amendments

Ask for corrections to your records if you believe information is incorrect or incomplete.

Request Restrictions

Request limits on how your information is used or disclosed (we are not required to agree to all requests).

Request Confidential Communications

Ask that we communicate with you in a specific way or at a specific location.

Receive an Accounting of Disclosures

Request a list of certain disclosures made without your authorization.

Receive a Paper Copy

Request a paper copy of this Notice at any time, even if you agreed to receive it electronically.

Breach Notification

You will be notified as required by law if there is a breach of your unsecured protected health information.

SMS Communication Policy

Mosaic Family Therapy, PLLC does not share mobile opt-in data, SMS consent, or phone numbers with third parties. Mobile information will not be sold, rented, or shared except to support message delivery.

SMS Terms and Conditions

1. By subscribing, you agree to receive SMS messages from Mosaic Family Therapy PLLC
2. Message Frequency is on an as-needed basis.
3. You may opt out at any time by replying **STOP**. For help, reply **HELP**.

Message & data rates may apply.

For more information, contact Mosaic Family Therapy, PLLC by emailing your clinician or calling (918) 930-3618.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with:

Privacy Officer: Name: Leslie Keenan Phone: 918-606-1314 Email: Leslie.Keenan@MosaicTherapyOK.com

You may also file a complaint with the U.S. Department of Health and Human Services. You will not be retaliated against for filing a complaint.

Changes to This Notice

We reserve the right to change this Notice and make the revised Notice effective for all information we maintain.

The most current version will be available upon request and through the Client Portal.