



IMH Clinic

Privacy and Policies at Integrated Mental Health Clinic

1. Confidentiality and Privacy

We are committed to protecting your privacy in accordance with the Health Insurance Portability and Accountability Act (HIPAA). All client records, including therapy notes, assessment results, and communications, are kept strictly confidential. Information may only be disclosed with your written consent, except in cases where disclosure is required by law (e.g., risk of harm to self or others, court orders, mandatory reporting of abuse).

2. Use of Personal Health Information

Your personal health information (PHI) is collected and stored securely. It may be used for:

- Treatment planning and coordination
- Billing and insurance claims
- Administrative operations
- Quality assurance

We do not sell or share your PHI for marketing purposes without explicit consent.

3. Telehealth Services

All telehealth sessions are conducted through HIPAA-compliant platforms. Clients are responsible for securing a private location for sessions. We ensure that our end of the communication is secure and confidential.

4. Appointment Policies

- **Cancellation:** We require at least 24-hour notice for appointment cancellations. Missed appointments or late cancellations may be subject to a fee.
- **Tardiness:** Clients arriving more than 15 minutes late may need to reschedule and may be charged a missed appointment fee.

5. Payment and Insurance



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Clients are responsible for any fees not covered by insurance. Payment is due at the time of service unless prior arrangements have been made. We accept major insurance plans and offer private pay options.

6. Emergency and Crisis Situations

We are not a 24-hour crisis center. If you are experiencing an emergency, please call 911 or go to the nearest emergency room. For non-life-threatening mental health crises, you may contact your local crisis hotline.

7. Rights and Responsibilities

Clients have the right to:

- Be treated with respect and dignity.
- Participate in treatment decisions.
- Access their medical records.
- File complaints without fear of retaliation

Clients are responsible for:

- Providing accurate information
- Attending scheduled sessions
- Following treatment recommendations to the best of their ability

8. Notice of Privacy Practices

Upon intake, each client receives a Notice of Privacy Practices explaining how we use and disclose their PHI and outlining their rights under HIPAA.