



CENTERSTONE

Client Resource Guide

Noble Purpose:

Delivering care that changes people's lives

Welcome to Centerstone. We are devoted to helping you and others by giving you the best of care. We appreciate you giving us the chance to help.

This resource guide is to help you understand our services and learn general information that will give you an idea of what to expect.

If you have any questions, please ask any staff member.

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Our Philosophy

At Centerstone, we want to be your health care provider of choice and, more importantly, meet and exceed your whole health treatment needs. We want to be partners with you because we believe that by treating your behavioral health conditions, along with coordinating your physical health care, your overall health and general wellness will be improved. We encourage you to work with your treatment team, actively participating in your care. We will work together to identify your strengths and assist you on your personal road to recovery.

Centerstone is committed to keeping all of our clients safe and we want no one in our care to die by suicide. This means we will ask you at every appointment whether you have had any recent thoughts of harming yourself. Our staff is trained to assist you when this might become an issue in your life by enrolling you in our “Suicide Prevention Pathway”. When someone is in this “Pathway” we want to see them more often, stay in closer touch while suicidal thoughts are present, and ensure their home environment is safe from weapons or other means that could be used for self-harm. This is an important part of our services and we feel you are worth the effort.

Code of Conduct

Therapists and other clinical staff must act as professionals at all times. All Centerstone staff members agree to follow strict guidelines (called the Centerstone Code of Conduct) about how they interact with clients and families. According to the Centerstone Code of Conduct, as well as the code of ethics that guides each professional discipline (social work, psychology and medicine) all staff are required to behave in a professional manner. This means they cannot be involved in any other part in your life, socialize with you, either in person or through social media (Facebook, twitter, Instagram, snapchat) or have a romantic or business relationship with you. This is a way to protect the confidentiality and importance of the therapy relationship. If you would like a copy of the Code of Conduct, please tell us.

Services and Activities

Centerstone provides services through more than 50 facilities and 160 partnership locations across the Middle Tennessee region. Most of our offices operate five days per week (Monday through Friday) from 8:00 a.m. until 5:00 p.m. The location where you choose to receive services will give you information about the days and times they are open to serve you. Therapy services for adults, children and families may be scheduled beyond the operating hours to meet your needs. Depending on your specific treatment needs, services may include:

Intake Assessment: For your first appointment, you will be scheduled for an assessment with a master’s level clinician. Later, if you have the need for medications you will see a psychiatrist or nurse practitioner for further assessment. You may receive ongoing assessments during your treatment with master’s level therapists and/or nurses to evaluate your ongoing needs and progress.

Therapy: Individual, family or group therapy may be recommended based upon your symptoms and needs.

Psychiatric Services: Many individuals benefit from medication to meet their mental health needs. If medication is indicated during your treatment, you will be offered medication appointments.

Case Management: is an expansion of our service delivery system that is offered by our case managers in the home or a community setting. They can help you learn to understand your symptoms, help with

housing issues, link you to other needed services, remind you of your appointments and speak up for you at times when you can't do so for yourself. Case management services are based on needs, eligibility and insurance coverage.

Centerstone Health Link: a program based on needs, eligibility and insurance coverage that focuses on the whole person. It helps you access both the medical and mental health services needed to improve your quality of life. Health Link can help you learn to understand your symptoms, help with housing issues, link you to other needed services, help you remove any barriers to care, remind you of your appointments and speak up for you at times when you can't do so for yourself. We want to educate you about your overall health and provide you with the care and resources needed to feel better and stay healthy. Our team will work with your Primary Care Provider or help you find a Primary Care Provider if needed.

Telehealth: Your services may include telehealth (phone/video) services, which let you to talk to your therapist, case manager or psychiatric provider using audio or video conferencing over your phone, tablet or computer. A trained member of the Centerstone team will explain the benefits and/or risks of telehealth services and the process for connecting through telehealth to you. You will be asked to consent prior to the use of telehealth services, and you have the right to discontinue telehealth services at any time. Consenting to telehealth means being aware of the importance of data ownership, storage, and your responsibility in the security, privacy, and safety of telehealth sessions in the location of your choosing. Some treatment programs may require face-to-face services or your provider may determine that face-to-face treatment is the best option for you.

If telehealth services are provided, Centerstone uses technology that protects your privacy and asks that you do the same. Sessions will not be recorded or stored without your consent or knowledge. We would ask that you not record sessions without talking to your provider. We encourage you to be available for telehealth services in a safe and private location (making sure that no one can overhear your conversation), which may include the ability to turn off your video or mute sound if needed.

If you have any questions about your telehealth services, please speak to your therapist, doctor, nurse practitioner, or case manager.

Treatment Team: We think treatment is a partnership, and we will use a team approach to develop your treatment plan that focuses on your strengths, needs, abilities and preferences. The team includes you, your personal support system (spouse, friends, family, etc.) and other individuals providing your treatment, such as a doctor, nurse, therapist, and case manager. We will assign a staff person (a therapist or case manager) who will be your "assigned Care Coordinator".

Your therapist or case manager will ask you to name the problem areas you want to work on, and they will use their special knowledge to help you lay out a plan to set goals and make the changes you want to make. Your team will meet on a regular basis to discuss treatment goals and to review your progress and treatment plan, with your input. You are part of the team, and your thoughts about how you are doing, and your ideas about planning your goals are important to the treatment plan.

As we just mentioned above, your family, spouse or other important people in your life can often have an impact on your ability to reach your treatment goals. If needed, and with your permission, we may ask your family, spouse or others to meet with you and your service provider to discuss issues related to your treatment.

You have the right to accept or refuse treatment, and to be given information about the suggested treatment and what might happen to you if you refuse treatment. Our goal is to provide such information in a timely way so you can make decisions about your care. It is completely your choice, and if you choose to receive treatment, you will be asked to give us your written permission by signing the Consent to Treatment form. However, if it is an emergency situation or if a court of law is requiring you to receive treatment, then you cannot refuse treatment.

Coordination of Care with other Providers

Because we are concerned about both your behavioral health and physical health, it is our policy keep in contact with your primary care provider as well as your other healthcare providers. This is important in helping to coordinate your treatment. Unless it is an emergency situation, we have to receive your written permission before we can get in touch with your physician or other mental health providers.

We will ask for this permission during your first visit and once a year after that. Please keep us informed about other providers you are seeing.

Special Needs

Please let us know as soon as possible if you are in need of special services such as an interpreter, so that we can arrange this service for you.

Referral to Other Services

With your permission, your care coordinator may make referrals for other services as needed, including professional and social services to provide a successful transition from the program. Early in your treatment and as part of our discharge/transition planning process, staff may give you a list of self-help and advocacy groups in your area that may be of help to you. If you are 21 years old or younger, or you have a child seeking treatment who is in this age group, we'll give you information about Early Periodic Screening, Diagnosis and Treatment, which is also called TennCare Kids. This screening program stresses the importance of regular PCP visits to help identify needed medical and or behavioral health services such as annual physicals, immunizations and dental screenings. While receiving services, we can give you more educational materials specific to your needs. Please let us know if you would like additional information.

After Hours Emergencies

If you have a behavioral health emergency when the office is closed and need to talk to someone, **call/text 988 or 24-hour Crisis Line: (800) 681-7444**. Our Crisis Care staff will assist you based upon your needs. If you have a life-threatening emergency, please call 911 or go to your nearest hospital emergency room. If you have a medical emergency that does not require assistance through 911, please contact your PCP.

Transition and Discharge Information

We will work with you as early in the treatment process as possible to give you an idea of a possible discharge or transition date. Usually, the time and date of your transition/discharge are set with input from you, your service provider and the team. Together we will identify a continuing plan that meets your transition needs. This may include participation in support groups, individual therapy, volunteer work or other activities. You will be actively involved in this process from the beginning of your treatment.

We hope you will not stop your treatment without carefully thinking through that decision. If you want to stop your treatment at any time, we ask that you agree to meet for at least one more session to look over our work together. We will review your progress and make suggestions about any more work that needs to be done. You may also be contacted by a staff member during services or following your discharge to ask about your satisfaction with our services and, more importantly, to see if you need additional services. We will also ask you to complete a survey about your treatment with us to help us decide any changes or improvements we need to make in the future. Finally, if something happens unexpectedly and you leave treatment without letting us know, we will follow up with you to ensure your safety and determine if you need additional services from us or another provider. If your case is closed, you can ask for services again at any time in the future.

If your treatment at Centerstone is required by the court system, probation, or other legal entity, your care coordinator will discuss any regular reports and discharge information that will be shared with that entity, including if you drop out of treatment.

Confidentiality

The law requires all staff will maintain and protect the confidentiality of any information you share with us. No information will be released or given to other persons or agencies outside of Centerstone unless we have your written permission. An exception to this rule could include a threat you make to harm yourself or someone else, or a suspicion that child abuse may have occurred.

The confidentiality of alcohol and drug abuse records maintained by Centerstone is protected by federal regulations. Generally, Centerstone may not disclose the involvement of any client in an alcohol or drug abuse program to anyone outside the program unless:

- The client consents in writing
- The court orders it
- The disclosure is made to medical personnel for research, audit or program evaluation

Violation of these federal laws and regulations by the program is a crime. Suspected violations may be reported to appropriate authorities in accordance with federal regulations.

Federal laws and regulations do not protect any information about a crime committed by a client, either at the program or against any person who works for the program, or about any threat to commit such a crime.

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.

You may ask to look at your clinical record at any time. Please provide this request to your care coordinator or receptionist in writing and be aware there is a small fee to copy records. Under federal confidentiality laws, you have other rights regarding your records; these rights are outlined in Centerstone's "Notice of Privacy Practices," posted at each location and available upon request.

About our Offices

In order to maintain a healthy and safe environment for all, you should be aware of the following:

- First aid kits, emergency equipment and emergency procedures are available in all Centerstone offices. Please familiarize yourself with this information.
- The possession or use of firearms, weapons or other items that pose a risk to other clients or staff is not permitted in any Centerstone facility.

- The possession of illegal drugs, alcohol or chemicals or inappropriate use of legal drugs or prescription medications is prohibited in any Centerstone facility. If you are asked to bring your medications to the office, or if you have to take medication while you are at our office, it is important that you secure your medication at all times.
- The use of tobacco and e-cigarettes is not allowed at most Centerstone offices and properties, and in all Centerstone vehicles. Please check the location where you receive services to understand this rule.
- The use of cameras, video recorders, picture phones or any other video devices is prohibited in treatment areas unless you and your treatment provider are in agreement.

Declaration for Mental Health Treatment

Tennessee Mental Health law gives mental health clients the right to be involved in decisions about their mental health treatment. The law also recognizes that, at times, some individuals are unable to make treatment decisions. A Declaration for Mental Health Treatment allows persons served to plan ahead about how and where they want to be treated in the event of an emergency. It may also assist service providers in giving appropriate treatment. Information about the Declaration for Mental Health Treatment will be made available to you upon request.

Attendance and Cancellations

Your first appointment with Centerstone will take about 60-90 minutes (1-1½ hours). During this appointment, we will gather information from you and give you basic information about us. How long and how often you will be seen will be based on the treatment plan you and your care coordinator develop and the goals you hope to achieve.

An appointment is a promise by both of us – we are both agreeing to be there and to be on time. If we are not able to start on time, we ask for your understanding. Sometimes client emergencies will cause us to be late meeting with you. If you are late, we will probably be unable to meet for the full time since your therapist will likely have another appointment after yours. When you have to cancel an appointment, please give us *at least* a 24-hour notice. If there is bad weather, please call your clinic directly for information about any changes to office hours.

Emergency Intervention Procedures

In the event of a crisis involving violent, threatening or assaultive behaviors, staff will take all possible steps to calm the situation and assure your safety and the safety of others. Centerstone staff members do not use seclusion or restraint to manage behavior. Law enforcement may be called to assist, if necessary.

Limitations to Treatment

Centerstone does not restrict services, but we may limit services to you, or terminate services, based upon your behavior towards our staff or other clients. We feel it is important to protect the safety of staff as they do their jobs and the safety of our clients. That means we will not allow behavior that is inappropriate or troublesome, such as verbal or physical aggression, making threats or using harmful or offensive comments about a person's identity (including their race, ethnicity, sex, sexual orientation, gender identity, disability status, and/or veteran status). This means you cannot make comments like this to a staff person or client; or about a staff person or client. We will treat you with respect and we ask the same from you. In the event such a situation occurs, we will talk with you about the behavior, as well the ways in which your behavior needs to change in order for you to regain your full participation in treatment and/or continue to receive services at Centerstone.

Client Rights

As a client of Centerstone, you have the right:

- To receive quality, research-based treatment from trained clinical professionals
- To be treated with respect and dignity in a setting most beneficial for your treatment
- To be free from physical, emotional or verbal abuse; financial or other exploitation; humiliation or neglect
- To be free from any form of isolation, restraint or seclusion used as a means of bullying, discipline, convenience or retaliation
- To be told in an easy-to-understand way the risks, benefits and consequences of treatment and non-treatment in enough time to assist in decision-making about your treatment, discharge or aftercare plan
- To be given information about consent, refusal or expression of choice regarding services, release of information, service providers, concurrent services, and involvement in research projects, if applicable
- To receive services without regard to your age, birthplace, color, disability, gender, language, race, sexual orientation, social and economic standing, or spiritual belief
- To refuse treatment
- To be provided with information about side effects of medication that may be prescribed
- To look at your medical record and request copies or changes
- To tell staff or others if you have a complaint about a staff member or services without having to worry about the complaint affecting your treatment and to be assured that any complaint about a violation of your rights will be investigated and resolved quickly
- To be informed in an easy-to-understand way about any recommended treatment and/or alternative treatment methods, regardless of cost, and to be involved in the development of your treatment plan
- To privacy during your appointment
- To have medical and financial information about you and the services you receive kept private unless you give us permission or the law says we must share information with others
- To obtain the names, qualifications and titles of the professionals providing your care
- To be provided continuity of care from one service provider to another
- To be provided with information and/or referral to legal entities, self-help and advocacy services
- To be assured of adherence to research guidelines and ethics, if applicable

Client Responsibilities

As a client of Centerstone, it is your responsibility:

- To treat staff the same way you want them to treat you
- To come to your appointments on time or call to cancel and reschedule
- To tell the staff everything that will help them help you

- To follow your treatment plan and take your medications as prescribed, if that is part of your treatment plan. Your medical provider cannot prescribe medication unless they see you for your appointments
- If you attend group counseling or education session, to keep confidential any information others in the group share with you
- To pay your share of the cost of your treatment and have your insurance billed
- And most importantly-personally invest in your recovery

Financial Information

Payment for services is important. You are responsible for paying for your treatment. Payment is expected at the time of service. If you have questions about your fees, please speak with your therapist. We will tell you in advance if our fees should change. If you think you may have trouble paying your bills on time, please let us know. We will discuss this together to find a solution.

If there is any problem with our charges, our billing, your insurance, or any other money-related issue, please let us know. Centerstone will verify your insurance coverage prior to your first appointment. Insurance coverage cannot be guaranteed at the time service is provided. Final determination of insurance coverage can only be made at the time claims are processed by your insurance carrier. Together we will work out any issues honestly and quickly. As with your treatment, if you have any questions regarding your benefits or co-payment, please do not hesitate to talk to a staff member.

Non-Discrimination Policy

Centerstone does not discriminate for reasons of sex, race, color, age, religion, national origin, veteran status, sexual orientation, or physical or mental disability in admission to or access to treatment, or employment in its programs or activities. If you feel that you have received unfair treatment based on any of these, you should file a complaint in writing with Centerstone's *Title VI Coordinator* at PO Box 530281, Atlanta, Ga 30353-0281.

Complaints and Appeals

There may be times when you are dissatisfied with some part of the treatment you are receiving at Centerstone. It is important to us to look into that for you. Please speak with your care coordinator if you are not satisfied with any area of our work. Your care coordinator will listen to any concerns you have and try to work them out. If you are not satisfied with the response from your care coordinator, or if you have a concern you do not feel comfortable sharing with them, you may ask to speak with the clinic manager at the location where you receive services. He or she will look into the matter for you and try to resolve your concern. You may also contact the Centerstone Quality Improvement Department at 615-463-6665 or 888-463-6705 if you are still not satisfied. The QI staff will take your information and make sure your complaint is investigated. You will be told how long the process will take, and you will also be given information about how to file an appeal. Filing a complaint or appeal will not result in any retaliation or barrier to service.

Advocacy Services:

Disability Law and Advocacy Center of Tennessee	800-342-1660 (toll free) https://www.disabilityrightstn.org/
Tennessee Mental Health Consumers Association (TMHCA)	615-250-1176 http://tmhca-tn.org/ 888 539-0393 (toll free)
Tenn Red Line –Information and Referral for Addiction Treatment	800-889-9789 – (toll free) or text https://www.taadas.org/our-programs-and-services/redline
National Alliance on Mental Illness (NAMI) NAMI Tennessee	615-361-6608 www.namitn.org 800 467-3589 (toll free)
Tennessee Association of Alcohol, Drugs, and other Addiction Services	615-780-5901 https://www.taadas.org/ 877-863-6914 (toll free)
TennCare Partners Advocacy Line (TPAL)	615-242-7339 http://www.tenncareadvocacy.com/ 800-758-1638 (toll free)
Tennessee Voices for Children	615-269-7751 http://www.tnvoices.org/ 800-670-9882 (toll free)
Mental Health America of Middle Tennessee	615-269-5355 http://www.mhamt.org/

If you have recommendations about changes in Centerstone policy or services, please send your suggestions to:

Regional Director of Quality and Patient Safety
1921 Ransom Place
Nashville, TN 37217



CENTERSTONE

AS A CLIENT OF CENTERSTONE, YOU HAVE THE FOLLOWING RIGHTS:

- To receive quality, research-based treatment from trained clinical professionals
- To be treated with respect and dignity in a setting most beneficial for your treatment
- To be free from physical, emotional or verbal abuse; financial or other exploitation; humiliation or neglect
- To be free from isolation, restraint or seclusion used as a means of bullying, discipline, convenience or retaliation
- To be told in an easy-to-understand way the risks, benefits and consequences of treatment and non-treatment in enough time to assist in decision-making about your treatment, discharge, or aftercare plan
- To be given information about consent, refusal or your ability to make choices about services, release of information, service providers, concurrent services (such as medication management and therapy), and involvement in research projects, if applicable
- To receive services without regard to your age, birthplace, color, disability, gender, language, race, sexual orientation, social and economic standing, or spiritual belief
- To choose or refuse your level of participation in treatment unless ordered by the court
- To be assured of adherence to research guidelines and ethics, if applicable
- To be provided with information about side effects of medication that may be prescribed
- To look at your medical record and request copies or changes
- To tell staff or others if you have a complaint about a staff member or services without having to worry about the complaint affecting your treatment and to be assured that any complaint about a violation of your rights will be investigated and resolved quickly
- To participate fully, or refuse to participate in community activities including cultural, educational, vocational, religious, recreational and community services
- To privacy during your appointment
- To have medical and financial information about you and the services you receive kept private unless you give us permission or the law says we must share information with others
- To obtain the names, qualifications and titles of the professionals providing your care
- To be provided continuity of care from one service provider to another
- To be provided with information and/or referral to legal entities, self-help and advocacy services

**Client feedback forms are available at all Centerstone locations.
For inquiries about your rights as a client, please call
888.463.6705**

CENTERSTONE AFFILIATED COVERED ENTITY
NOTICE OF PRIVACY PRACTICES

This Notice describes how health, mental health and substance abuse information about you may be used and disclosed and how you may get access to this information. Please review it carefully.

AFFILIATED ENTITIES COVERED BY THIS NOTICE

This Notice of Privacy Practices ("Notice") covers an Affiliated Covered Entity ("ACE"). When this Notice refers to "Centerstone ACE" and/or "Centerstone", it is referring to the following entities:

- Centerstone America
- Centerstone Florida
- Centerstone Illinois
- Centerstone Indiana
- Centerstone Tennessee
- Centerstone Institute for Clinical Excellence and Innovation
- Centerstone Military Services

Centerstone ACE is committed to protecting the privacy and security of your medical, mental health and substance abuse information. We are required by law to maintain the privacy and security of your health information, to provide you this notice and to comply with its terms. The privacy practices in this Notice apply to all staff, students, volunteers, contract staff and business associates and/or qualified service organizations.

If at any time you have questions or concerns about the information in this Notice or about our privacy policies, procedures or practices, you may contact Centerstone using the information provided on the last page of this Notice.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Review your record or get an electronic copy or paper copy of your medical records	<ul style="list-style-type: none">▶ You can ask to see or get an electronic or paper copy of your health information we maintain about you. You may send your written request to Compliance & Privacy officer as described below. We will provide a copy or summary of your health information, usually within 30 days of your request. We may charge a reasonable cost-based fee.▶ You may also request to review your medical record. You will be given access to your records for review along with your treatment provider.
Ask us to correct your medical record	You may ask us to correct health information about you that you think is incomplete or incorrect. You may do this by contacting our Compliance & Privacy Officer in

	<p>writing, as described below, to make your request, which must include a reason for the request.</p> <ul style="list-style-type: none"> ▶ We may say "no" to your request, but we will tell you why in writing within 60 days, for example: <ul style="list-style-type: none"> • The information was not created by us; • The information is not part of the information kept by or for Centerstone; • The information is not part of the information which you would be permitted to review and copy; or • The information in the record is accurate and complete.
Request confidential communications	<p>You may ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.</p> <ul style="list-style-type: none"> ▶ To request confidential communications, you must make your request in writing to the Centerstone Privacy Officer, as described below. We will not ask you the reason for your request. Your request must specify how or where you wish to be contacted. ▶ We will generally approve reasonable requests.
Ask us to limit what we use or share	<p>You may ask us not to use or share certain health information for treatment, payment or our operations.</p> <ul style="list-style-type: none"> ▶ We are not required to agree with your request, and we may say "no" if it would affect your care. ▶ If you pay for a service or health care item out-of-pocket in full and <i>before</i> the item or service is provided, you may ask us not to share that information with your insurer for the purpose of payment or our operations. We will say "yes" unless a law requires us to share that information.
Get a list of those with whom we have shared your health information	<p>You may ask for a list (accounting) of the times we've shared your information for 6 years prior to the date you ask and why we share it.</p> <ul style="list-style-type: none"> ▶ We will include all disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We will provide one (1) accounting a year free of charge but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
Get a copy of the privacy notice	<p>You may ask for a copy of this paper notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.</p>

Choose someone to act for you	<ul style="list-style-type: none"> ▶ If you have given someone medical power of attorney or if someone is your legal guardian, that person may exercise your rights and make choices about your health information. ▶ We will make sure the person has this authority and can act for you before we take action.
File a complaint if you feel your rights are violated	<p>You may file a complaint if you feel we have violated your rights by contacting us using the information on the last page of this Notice.</p> <ul style="list-style-type: none"> ▶ You can file a complaint with the U.S. Department of Health and Human Services, Office of Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C., calling 1-877-696-6775, or by visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. ▶ We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you may tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:	<ul style="list-style-type: none"> ▶ Share information with your family, close friend, or others involved in your care. ▶ Share information in a disaster relief situation. ▶ If you are not able to tell us your preference, for example, if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share information when needed to lessen a serious or imminent threat to health or safety. ▶ Centerstone does not create or maintain a facility directory.
In these cases, we never share your information unless you give us written permission:	<p>Marketing purposes.</p> <ul style="list-style-type: none"> ▶ Sale of your health information. ▶ Most sharing of psychotherapy notes, to the extent such exist.
In the case of fundraising:	We may contact you for fundraising efforts, but you may tell us not to contact you again.

Exercising Your Rights/Making Your Choices

Any requests and/or exercise of your rights, as described in this Notice, may be made by providing written Notice to the Privacy Officer, as described below.

Our Uses and Disclosures

How do we typically use or disclose your health information? We typically use or share your health information, without your authorization, in the following ways:

To Treat You	We may use your health information and share it with professionals who are treating you.	Example: A doctor treating you asks another doctor about your overall health condition.
To Bill for Services	We can use and share your health information to bill and get payment from health plans or other entities.	Example: We give information about you to your health insurance plan so it will pay for your services.
To Run Our Organization	We may use and share your health information to run Centerstone and improve the quality of your care; to respond to audits and investigation; for licensing purposes.	Example: We use health information about you to manage your treatment and services; to evaluate our performance in providing services.

Other Uses and Disclosures

How else may we use or share your health information? We are allowed or required to share your information in other ways - usually in ways that contribute to the public good, such as public health and research. We have to meet any conditions in applicable law before we may share your information for these purposes. Such conditions may be imposed by federal* and/or state** laws and regulations. Tennessee members of the Centerstone ACE are not permitted to disclose the information identified below with triple asterisks (***) without your specific authorization.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues	<p>▶ We may share health information about you for certain situations such as:</p> <ul style="list-style-type: none"> • Preventing disease.*** • Helping with product recalls.*** • Reporting adverse reactions to medications.*** • Reporting suspected abuse, neglect, or domestic violence. • Preventing or reducing a serious threat to someone's health or safety as long as: <ul style="list-style-type: none"> o The disclosure is made to someone able to help prevent the threat, and o Only under the conditions described by applicable state law.
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Research	▶ We may use or share your information for health research, provided certain conditions are met.
Comply with the law	We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
Respond to organ and tissue donation requests***	We may share health information about you with organ procurement organizations.
Work with a medical examiner or funeral director***	We may share health information with a coroner, medical examiner, or funeral director when an individual dies.
Address workers' compensation, law enforcement, and other government requests***	We may use or share health information about you: <ul style="list-style-type: none"> • For workers' compensation claims; • For law enforcement purposes with a law enforcement official; • With health oversight agencies for activities authorized by law; • For special government functions, such as military and veterans authority, national security, and presidential protective services .***
Respond to lawsuits and legal actions	We may share health information about you in response to court or administrative order.
Communication regarding inmates in correctional facilities	If you are an inmate in a correctional facility or under the custody of a law enforcement official, we may release your health information to the correctional institution or law enforcement official if the release of the information is necessary: <ul style="list-style-type: none"> • For the correctional facility or institution to provide you with health care; • To protect your health or safety or the health or safety of others; or • For the safety and security of the correctional facility or institution.
Communications with family	If you receive services in an inpatient or residential setting, we may, as allowed by state law, disclose to a family member or other relative, close person friend or any other person you identify, health information relevant

	to that person's involvement in your care or payment related to your care.
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***Federal Laws/Regulations**

Certain federal laws/regulations further limit how we may use or share your health information. If your written consent is required under the more restrictive laws, the consent must meet the particular rules of the applicable federal or state law.

Alcohol and Substance Abuse Treatment Programs

Centerstone offers alcohol and substance abuse treatment programs and is required to comply with federal regulations (42 CFR Part 2) that place strict limitations on how Part 2 health information may be used or disclosed for individuals who are receiving any type of treatment related to alcohol, drug or substance abuse. For these programs, Centerstone will only use or disclose Part 2 health information without your authorization if:

- An agreement with a Qualified Service Organization exists that authorizes the Part 2 health information to be shared;
- Communication is between a program or an entity having administrative control over the program; or
- A situation exists that requires a mandatory report be made to the proper authorities.

A disclosure of Part 2 health information is only authorized if you have provided written authorization to do so, unless:

- It is to medical personnel to meet a bona fide medical emergency; or
- A qualified personnel requires Part 2 health information to perform research, audits, or program evaluations , **and** any reports may not directly or indirectly identify you in any manner ; or
- As authorized by an appropriate court of competent jurisdiction after application showing good cause.

** State Laws or Regulations

Certain state laws/regulations further limit how we use or share your health information.

Mental Health Information	Tennessee members of the Centerstone ACE are not permitted to disclose the information identified above with triple asterisks() without your specific authorization.
HIV/AIDS	Indiana members of the Centerstone ACE may disclose HIV-AIDS-related information only as permitted by Indiana law. Florida member of the Centerstone ACE may disclose HIV-AIDS-related information only as permitted by Florida law.
Sexually Transmitted Diseases and Reproductive Health	Indiana members of the Centerstone ACE may disclose your health information related to sexually transmitted diseases and/or reproductive health only as permitted by Indiana law.

Communicable Diseases	Indiana members of the Centerstone ACE may disclose your health information related to communicable diseases only as permitted by Indiana law.
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Our Responsibilities

- ▶ **Privacy and Security.** We are required by law to maintain the privacy and security of your protected health information.
- ▶ **Breach Notification.** We will let you know promptly if a breach occurs that may have compromised the privacy or security of your health information. In no event will notification be more than 60 days from the date of the breach.
- ▶ **Compliance.** We must follow the duties and privacy practices described in this Notice and give you a copy of it.
- ▶ **Required Authorization.** We will not use or share your health information other than as described here unless you tell us, in writing, that we may do so. If you tell us that we may, you have the right to change your mind at any time by telling us in writing that you have changed your mind. This will not apply to disclosures that have already occurred with your authorization.

For more information regarding your rights and our responsibilities please contact our Privacy Officer or go to: www.hhh.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html

Changes to the Terms of This Notice

We may change the terms of this Notice, and the changes will apply to all information we have about you as well as any information we receive in the future. The new Notice will be available upon request, in our facilities, and on our web site: www.centerstone.org. Additionally, we will prominently display a copy of the current notice in common areas within Centerstone's facilities. Each time you register at or are admitted to Centerstone for treatment or health care services as an inpatient or outpatient, we will offer you a copy of the current notice in effect.

HOW TO COMPLAIN ABOUT OUR PRIVACY PRACTICES

If you believe your privacy rights have been violated, you may file a complaint with Centerstone or with the Secretary of the Department of Health and Human Services. To file a complaint with Centerstone please call or write to the Privacy Officer identified below. To file a complaint with the Secretary of the Department of Health and Human Services, by sending a letter to 200 Independence Avenue, S.W., Washington, D.C., 20201 by calling 1-800-368-1019, or by visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.

YOU WILL NOT BE PENALIZED FOR FILING A COMPLAINT!!

Persons to Contact About this Notice

Centerstone's contact for all issues regarding client privacy and your rights under the federal privacy standards is the Compliance & Privacy Officer. Information regarding matters covered by this Notice can be requested by contacting the Compliance & Privacy Officer. If you feel that your privacy rights have been violated by Centerstone you may submit a complaint to our Compliance & Privacy Officer by sending it to the address indicated or by calling the telephone numbers below:

<p>If you receive services in Florida, please contact:</p>	<p>Compliance & Privacy Officer Centerstone Florida PO Box 530281, Atlanta, GA 30353 Telephone: (833) 222-4126 Online: https://www.lighthouse-services.com/centerstone Email: reports@lighthouse-services.com Fax: 615-460-4107</p>
<p>If you receive services in Illinois, please contact:</p>	<p>Compliance & Privacy Officer Centerstone Illinois 902 West Main Street., West Frankfort, IL 62896 Telephone: (833) 222-4126 Online: https://www.lighthouse-services.com/centerstone Email: reports@lighthouse-services.com Fax: 618-937-1440</p>
<p>If you receive services in Indiana, please contact:</p>	<p>Compliance & Privacy Officer Centerstone of Indiana 720 North Marr Rd. Telephone: (833) 222-4126 Online: https://www.lighthouse-services.com/centerstone Email: reports@lighthouse-services.com Fax: 812-376-4875</p>
<p>If you receive services in Tennessee, please contact:</p>	<p>Compliance & Privacy Officer Centerstone PO Box 530281, Atlanta, GA 30353 Telephone: (833) 222-4126 Online: https://www.lighthouse-services.com/centerstone Email: reports@lighthouse-services.com Fax: 615-460-4107</p>

Effective Date of this Notice: August 25, 2023

CLIENT'S ACKNOWLEDGMENT

By indicating below, Client hereby acknowledges that he/she has received a copy of our Notice of Privacy Practices.

Client Signature

Print Name of Client

If you are signing on behalf of a Client, please indicate your relationship to the Client or capacity to serve as Client's Representative.

Representative: _____
Signature

Relationship

Date:.....

Effective Date of this Notice: August 25, 2023