

Northern Prairie Community Clinic

Individuals Adults Anger Management Psychological Testing	Couples Adolescents Telemental Health in North Dakota Cognitive Testing	Family Children Behavioral Testing
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To whom it may concern:

Enclosed you will find the intake documents for Telemental Health services at Northern Prairie Community Clinic (NPCC). Please complete the documents in full. You may return the documents to your campus mental health center and they will fax the forms to the NPCC.

Your student fees cover this service, so there will be no charge to for the intake or subsequent sessions.

You will be contacted by a telemental health counselor to schedule an intake session. They will talk you through the process of entering a session via Cisco WebEx. For sessions, you will need a computer or laptop with a microphone and camera, as well as an active email address. We also ask that you have a telephone available to you at all times during these sessions, in the event that there are difficulties with the technology. Your intake clinician will discuss safety procedures with you at the outset of treatment.

Once you speak to your assigned clinician, an appointment will be scheduled and you will receive an email with a link to the meeting. You can access this link at the time of the meeting to be connected with your telemental health counselor.

In the event that you are having difficulty connecting for your appointment, please call the number below to be connected to your counselor and receive assistance.

Feel free to contact NPCC with any questions.

Thank you,



Melissa Quincer, Ph.D., L.P.
Telemental Health Director

Columbia Hall Room 1300
501 N. Columbia Road Stop 7132
Grand Forks, ND 58202-7132
Phone: 701-777-3745
Fax: 701-777-3845



HIPAA Notice of Privacy Practices

HIPAA (Health Insurance Portability and Accountability Act) is a Federal law Enacted in 1996

Northern Prairie Community Clinic
University of North Dakota
501 North Columbia Road, Grand Forks, ND 58203
Phone: 701-777-3745 Fax: 701-777-3845

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

This Notice of Privacy Practices describes how Northern Prairie Community Clinic may use and disclose your protected health information (PHI) to carry out treatment, payment, or health care operations (TPO) and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. "Protected Health Information" is information about you, including demographic information, that may identify you and that relates to your past, present, or future physical or mental health or condition and related health care services.

USES AND DISCLOSURES OF YOUR PROTECTED HEALTH INFORMATION (PHI)

In General: Your protected health information (PHI) may be used and disclosed by Northern Prairie Community Center (NPCC), your counselor, and others outside of NPCC that are involved in your care and treatment for the purpose of providing mental health services to you, to pay your mental health care bills, to support the operation of the therapist's practice, and any other use required or permitted by law.

Treatment: NPCC will use and disclose your PHI to provide, coordinate, or manage your mental health care and any related services. This includes the coordination or management of your health care with a third party health care provider. For example, I would disclose your PHI, as necessary, to a third party provider to whom you have been referred to ensure that the provider has the necessary information to diagnose or treat you.

Payment: Your PHI will be used, as needed, to obtain payment for your mental health care services. For example, obtaining approval for counseling services may require that your relevant PHI be disclosed to your health plan to obtain approval for said treatment. I may also disclose elements of your PHI to obtain payment from third parties who may be responsible for such costs, such as family members.

Healthcare Operations: NPCC may use or disclose, as needed, your PHI in order to support the business activities of NPCC. These activities may include, but are not limited to, quality assurance activities, licensing, and conducting or arranging for other business activities. For example, NPCC may disclose your PHI, as necessary, to contact you to remind you of your appointment.

Family and Friends: Except for certain minors, incompetent clients or involuntary clients, PHI cannot be provided to family members without the client's consent. In situations where family members are present during a discussion with the client, and it can be reasonably inferred from the circumstances that the client does not object, information may be disclosed in the course of the discussion. However, if you object, PHI will not be disclosed.

Without Client Authorization: NPCC may use or disclose your PHI in the following situations without your authorization: Public Health issues (as required by law), Abuse or Neglect, Legal Proceedings (when issued a court order by a judge for information related to your records or treatment), Danger to Self or Others, Suspected abuse or neglect of vulnerable adults.

Other permitted and required Uses and Disclosures will be made only with your consent, authorization, or opportunity to object unless required by law.

You may revoke this authorization at any time, in writing, except to the extent that your therapist or NPCC has taken an action in reliance on the use or disclosure indicated in the authorization.

CLIENT RIGHTS WITH RESPECT TO YOUR PHI (PROTECTED HEALTH INFORMATION)

You have the right to inspect and copy your PHI, such as billing records and medical records. You must submit a written request. If you request a copy of the information, NPCC may charge a fee for the costs of copying, mailing, or other associated supplies. In certain limited circumstances, NPCC may deny your request. If you are denied access, you are entitled to request a review of the denial. Under federal law, however, you may not inspect or copy the following records: psychotherapy notes; information compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding, and PHI that is subject to law that prohibits access to PHI.

You have the right to request a restriction of your PHI. This means you may ask NPCC or the counselor not to use or disclose any part of your PHI for the purposes of treatment, payment, or healthcare operations. You may also request that any part of your PHI not be disclosed to family members or friends who may be involved in your care or for notification purposes as described in this Notice of Privacy Practices. Your request must state the specific restriction requested and to whom you want the restriction to apply.

Your therapist is not required to agree to a restriction that you may request. If the counselor believes it is in your best interest to permit use and disclosure of your PHI, your PHI will not be restricted. You then have the right to use another Mental Healthcare Professional.

You have the right to request to receive confidential communications from NPCC by alternative means or at an alternative location. For example, you may request that NPCC only contact you at work or on your cell phone. We will accommodate all reasonable requests. Please make such requests in writing.

You have the right to obtain a paper copy of this notice from NPCC upon request, even if you have agreed to accept this notice alternatively (i.e. electronically). Please request one from your therapist.

You have the right to request an amendment to your PHI if you believe the information NPCC has about you is incomplete or incorrect. If NPCC denies your request for amendment, you have the right to file a statement of disagreement with NPCC and NPCC may prepare a rebuttal to your statement and will provide you with a copy of any such material.

You have the right to receive an accounting of certain disclosures NPCC has made, if any, of your PHI.

NPCC reserves the right to change the terms of this notice and will inform you by mail of any changes. You then have the right to object or withdraw as provided in this notice.

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

Region VIII
Office for Civil Rights
US Department of Health and Human Services
1961 Stout Street, Room 1185, FOB
Denver, Colorado 80294-3538
Customer Response Center: (303) 844-2025
Fax: (303) 844-2025
TDD: (303) 844-3439

To file a complaint with NPCC, contact Karin Walton at 701-777-3745. You will not be penalized for filing a complaint.

This notice was published and became effective on or before January 28, 2016.

NPCC is required by law to maintain the privacy of your PHI and to provide individuals with this notice of NPCC legal duties and privacy practices with respect to PHI. If you have any concerns about this notice, please speak with Karin Walton 701-777-3745 directly.

NORTHERN PRAIRIE COMMUNITY CLINIC
501 North Columbia Road
Grand Forks, ND 58203

Revised 11/13/2017

Confidentiality Policy and Consent for Therapy and Assessment Services Agreement

Welcome to Northern Prairie Community Clinic (NPCC). This document (Agreement) contains important information about our services and business policies. It also contains summary information about the Health Insurance Portability and Accountability Act (HIPAA), a federal law that provides privacy protections and client rights with regard to the use and disclosure of your Protected Health Information (PHI) used for the purpose of treatment, payment, and health care operations. HIPAA requires that NPCC provide you with a Notice of Privacy Practices (the Notice) for use and disclosure of PHI for treatment, payment and health care operations. The Notice, which is attached to this Agreement, explains HIPAA and its application to your personal health information in greater detail. The law requires that NPCC obtain your signature acknowledging that we have provided you with this information at the end of your first session. Although these documents are long and sometimes complex, it is very important that you read them carefully. We can discuss any questions you have about the procedures. When you sign this document, it will also represent an agreement between you and NPCC. You may revoke this Agreement in writing at any time. That revocation will be binding unless NPCC has taken action in reliance on it.

TELEMENTAL HEALTH SERVICES

Telemental health includes the components of psychotherapy and counseling and may include psychological health care delivery, diagnosis, consultation, and psychotherapeutic treatment. Telemental health counseling at NPCC will occur through synchronous interactive video conferencing. There are state laws and regulations when providing telemental health counseling services to clients across jurisdictions and international lines that therapists must comply. NPCC will only be providing services to clients that are residing in and/or receiving services in North Dakota at the time of services.

Psychotherapy, whether delivered in person or thru a telemental health format, is not easily described in general statements. It varies depending on the personalities of the therapist and the patient. It also can depend on the problems you are experiencing. Psychotherapy is not like a medical doctor visit, it calls for a very active effort on your part. In order for therapy to be most successful, you will have to work on issues you and your therapist talk about both during your sessions and at home.

Telemental health therapy can have benefits and risks. Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, frustration, loneliness, and helplessness. On the other hand, therapy has also been shown to have many benefits, which could lead to better relationships, solutions to specific problems, and reduction in stress. There are no guarantees about what you will experience.

Further, there are risks and consequences from telemental health delivery, including, but not limited to, the possibility, despite reasonable efforts on the part of the psychotherapist, that:

- The transmission of my personal information could be disrupted or distorted by technical failures.
- There are circumstances of which NPCC will not be able to control, such as inclement weather, client's poor internet connection, client's low battery/battery dying, etc.
- The transmission of my personal information could be interrupted by unauthorized persons and/or the electronic storage of my personal information could be accessed by unauthorized persons.

To guard against these risks NPCC will use only HIPPA compliant video software, WebEx Meeting Center, for conducting telemental health sessions. However, there is always the possibility that unauthorized persons may attempt to discover your personal information. To increase your safety and privacy please:

- Limit video conferencing to private locations and avoiding use in public locations including using work/business computers.
- Restrict/prevent people in your home or other environments from accessing your phone, computer, or other devices that you use to participate in video counseling sessions.
- Schedule appointments at times when you are alone and do not provide confidential information over email.

- Be advised to take precautions regarding authorized and unauthorized access to the technology used in counseling sessions.
- Be cautious of any friends, family members, significant others or co-workers who may have access to your computer, phone or other technology used in your counseling sessions.

To help mitigate potential risk and technology issues, your therapist will establish an emergency plan before beginning therapy that includes contact information for local resources and procedures for what to do in case connection is lost unexpectedly. Further, Telemental Health clients **are required to give the address of their current location at the beginning of every Telemental Health session** to ensure local services can be arranged in case of an emergency.

Telemental Health based services and care may not be as complete as face-to-face services. Therefore, if your counselor believes you would be better served by another form of intervention (e.g. face-to-face services) you will be referred to a mental health professional who can provide such services.

Therapy will progress with the first few sessions treated as an evaluation of your needs. By the end of this evaluation (typically the second or third session), your therapist will be able to offer you some impressions about treatment goals and duration, if you choose to continue with therapy. If you have questions about your therapist's procedures, you should discuss them whenever they arise.

Telemental health is provided by students of the UND Department of Counseling Psychology & Community Services and the Department of Psychology. These graduate students are Masters or Doctoral level students in Counseling Psychology and Clinical Psychology and are working under the supervision of faculty members in those departments licensed in the state of North Dakota.

SCHEDULING THERAPY SESSIONS

Sessions will be scheduled through WebEx. Frequency of sessions will be discussed and agreed upon during the first session with your assigned student therapist. For each session, you will be sent an email with the session link and password that allows you to enter your session.

PROFESSIONAL FEES (subject to change)

Telemental Health NDUS Students no charge otherwise determined by sliding scale fee

CONTACTING NPCC

NPCC hours are set each semester, and our schedule generally follows the University Calendar. Our current hours will be posted on the NPCC website at www.und.edu/centers/npcc/ and also will be available on our phone message, or when active, our web site. Times that your assigned student therapist will be available will be provided to you upon assignment. Messages may be left for your student therapist at our main number 701-777-3745. If you are unable to reach your student therapist, or another NPCC Staff member and feel that you can't wait for a return call, contact your family physician or the nearest emergency room and ask for the psychologist or psychiatrist on call or dial 911 for an emergency response.

If your student therapist will be unavailable for an extended time, they will make arrangements with you on who to contact in their absence.

Please refer to documentation filled out at intake for other resources in your community.

CONFIDENTIAL COMMUNICATION

The therapists at NPCC regards the privacy of patients with the utmost importance and the law protects the privacy of all communications between a patient and mental health workers providing services under supervision of licensed clinicians/psychologists. Written and electronic records of your contacts with the therapist (consultation, assessment, letters, progress notes, etc.) will be kept in your private mental health chart or on a secure server. In most situations, we can only release information about your treatment to others if you sign a written authorization form that meets certain legal requirements imposed by HIPAA. There are other situations that require only that you provide written, advance consent. Your signature on this Agreement provides consent for those activities, as follows:

- Since NPCC is a training facility, all information exchanged with your student therapist **MUST** be available to their supervisor or supervisor delegate, including audio, visual, or other training media.
- As part of training, your student therapist also participates in group supervision and case conferencing during which information may be exchanged with other individuals bound by the same standards as your student therapist. Our best effort to disclose the minimum necessary amount of information is employed in these training circumstances.
- Your student therapist may occasionally find it helpful to consult other health and mental health professionals about a case. During a consultation, every effort to avoid revealing patient identity is made. The other professionals are also legally bound to keep the information confidential. All consultations will be noted in your Clinical Record (which is called “PHI” in my Notice of Psychologist’s Policies and Practices to Protect the Privacy of Your Health Information).
- You should be aware that NPCC employs administrative staff. Protected information is shared with these individuals for both clinical and administrative purposes, such as scheduling, billing and quality assurance. All of the mental health professionals are bound by the same rules of confidentiality. All staff members have been given training about protecting your privacy and have agreed not to release any information outside of the NPCC without the permission of a professional staff member.
- NPCC contracts with various business entities including UND offices for accounting, building lease, and an electronic medical records company. As required by HIPAA, we have a formal Business Associate Contract with these departments, in which they promise to maintain the confidentiality of this data except as specifically allowed in the contract or otherwise required by law.
- If a client threatens to seriously harm himself/herself, we may take actions to prevent this, including seeking hospitalization for him/her, or contacting family members or others who can help provide protection.

There are some situations where we are permitted or required to disclose information without either your consent or authorization:

- If you are involved in a court proceeding and a request is made for information concerning your evaluation, diagnosis and treatment, such information is protected by the mental health professional-patient privilege law. NPCC cannot provide any information without your written authorization, or a court order. If you are involved in or contemplating litigation, you should consult with your attorney to determine whether a court would be likely to order NPCC to disclose information.
- If a government agency is requesting the information for health oversight activities, NPCC may be required to provide it for them.
- Autism Spectrum Disorder (ASD) mandated reporting. According to North Dakota Century Code 21-01-41 and Administrative Code 33-03-34, ASD is a mandatory reportable condition and must be reported within 30 days of diagnosis, or if previously diagnosed 30 days of the first client contact with the mandated reporter.
- If a patient files a complaint or lawsuit against a graduate student therapist, they may disclose relevant information regarding that patient in order to defend themselves.
- If a patient files a worker’s compensation claim, NPCC must, upon appropriate request, provide appropriate information including a copy of the patient’s record or other information concerning mental health care services, to the North Dakota Worker’s Compensation Bureau.

There are some situations in which NPCC is legally obligated to take actions, which we believe are necessary to attempt to protect others from harm and NPCC may have to reveal some information about your treatment. If such a situation arises, NPCC will make every effort to fully discuss it with you before taking any action and NPCC will limit the disclosure to what is necessary.

- If your student therapist or supervisor has reason to suspect that a child is abused or neglected, the law requires that a report be filed with the Department of Human Services. Once such a report is filed, NPCC may be required to provide additional information.
- If NPCC has knowledge of or reasonable cause to suspect that a vulnerable adult with developmental disabilities or mental illness is abused, neglected, or exploited, the law requires that NPCC report such information to the Protection and Advocacy Project. Once such a report is filed, NPCC may be required to provide additional information.

- If a client threatens serious physical harm to an identifiable victim, NPCC may take actions to protect the victim. These actions may include notifying the potential victim, contacting the police, or seeking hospitalization for the patient.
- If a client has a medical emergency the student therapist will contact emergency services.
- Clients who are also UND students should be aware that, under FERPA, clinic records that are released either (a) to persons not involved in your treatment or (b) for purposes other than treatment may be converted from a health/patient record, protected by HIPAA, to student records, which are protected by FERPA. FERPA protected records are more easily accessed by school officials, and, therefore converted records are afforded less stringent confidentiality protection than those governed by HIPAA.

Please Note: If disclosure is necessitated because of child abuse, child neglect, threat of self-injury or danger to others, your therapist will, provided it is reasonably possible, inform you prior to taking action. If your therapist is unable to do so prior, your therapist will discuss it with you as soon as possible after taking such action.

PROFESSIONAL RECORDS

Professional laws and standards require the Protected Health Information (PHI) be kept in your clinical record. Pursuant to HIPAA, this includes information about your reasons for seeking therapy, a description of the ways in which your issues impact your life, your diagnosis, the treatment goals, your progress notes, your medical and social history, your treatment history, past treatment records which are received from other providers, reports of professional consultations, your billing records, and any reports that have been sent out. NPCC client records are kept in electronic format Electronic means a computer is used to create your client file. You may examine or receive a copy of your records if you request so in writing. The exception to this policy is contained in the HIPAA Notice of Privacy Practices Form. However, because these are professional records, they can be misinterpreted. For this reason, it is required that you initially review them in the presence of your provider or have them forwarded to another provider so you can discuss the contents. NPCC is allowed to charge a copying fee of \$20 for the first 25 pages and 75 cents per page for any pages beyond 25 pages. Training records are also maintained while your file is open and may contain supervisory notes, therapist notes and audio or audiovisual recordings for the purposes of training. These training records are not considered part of your case file, and are accessible only by your student therapist, their supervisor and team, and the NPCC Director of Clinical Training. While insurance companies can request and receive a copy of your clinical record, they cannot receive a copy of your psychotherapy notes without your signed, written authorization. Insurance companies cannot require your authorization as a condition of coverage nor penalize you in any way for your refusal. It is important to know that audio or visual training aides are not considered psychotherapy notes, and are intended to be disposed of once the training purpose has been served. Clients are NOT permitted access to these training materials.

PATIENT RIGHTS

HIPAA provides you with several new or expanded rights with regard to your Clinical Record and disclosures of protected health information. These rights include requesting amendments to your Clinical Record; requesting restrictions on what information from your Clinical Record is disclosed to others; requesting an accounting of most disclosures of protected health information that you have neither consented to nor authorized; determining the location to which protected information disclosures are sent; having any complaints you make about our policies and procedures recorded in your records; and the right to a paper copy of this Agreement, the attached Notice of Privacy Practices Form, Your student therapist and/or supervisor is happy to discuss any of these rights with you.

RESEARCH

Due to the training nature of our setting, it is important that we assess the effectiveness and productivity of our student therapists. To this end, you should be aware that NPCC does review general case data such as number of sessions per student therapist. In addition, NPCC will assess outcomes and diagnostic trends of clients using de-identified information from client records. If information