



## **SPRUCE HILL COUNSELING & COACHING GROUP NOTICE OF POLICIES AND PRACTICES TO PROTECT THE PRIVACY OF YOUR HEALTH INFORMATION**

**Please review carefully.**

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**Effective Date: August 4, 2025**

Your privacy is a priority at Spruce Hill Counseling & Coaching Group. We are required by law to protect the privacy of your health information and to provide you with this Notice about our privacy practices, your rights, and how we may use and disclose your information.

**“Protected Health Information”** or **“PHI”** is information that can reasonably be used to identify you and that relates to your past, present, or future physical or mental health condition. It includes the provision of health care to you and the payment for that care.

This Notice describes the Spruce Hill Counseling & Coaching Group privacy practices, which include how we may use, disclose, collect, handle, and protect our clients’ Protected Health Information. We are required by new federal and state laws to maintain the privacy of your Protected Health Information. We also are required by the **Federal Health Insurance Portability and Accountability Act** or **“HIPAA”** to give you this Notice about our privacy practices, our legal duties, and your rights concerning your Protected Health Information.

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### **How We May Use and Disclose Your Health Information**

We are permitted by law to use and disclose your Protected Health Information (PHI) for the following purposes:

#### **1. Treatment**

We may use or disclose your PHI to provide, coordinate, or manage your mental health care and services. This includes consultation between providers or referrals.

#### **2. Payment**

We may use and disclose your PHI to bill and collect payment from you, your insurance company, or a third party.

#### **3. Healthcare Operations**

We may use your PHI to operate our practice, improve care, train staff, and ensure quality. Examples include supervision, licensing, audits, and accreditation.

### **Other Uses and Disclosures Permitted Without Authorization When required by law**

- To prevent a serious threat to health or safety
- For public health and safety activities (e.g., reporting abuse or neglect)
- For health oversight activities (e.g., investigations by licensing boards)
- In response to court orders, subpoenas, or legal proceedings
- To coroners, medical examiners, or funeral directors
- For workers' compensation claims

### **Uses and Disclosures Requiring Your Written Authorization**

We will not use or disclose your PHI for purposes not described in this Notice without your written authorization. This includes:

- Psychotherapy notes (in most cases)
- Marketing
- 3rd party business partner use of PHI

You may revoke any authorization in writing at any time, except where we have already relied on it.

### **Your Rights Regarding Your Health Information**

- You have the right to:
- Request restrictions on certain uses and disclosures
- Receive confidential communications (e.g., by email or phone)
- Inspect and copy your health record (may involve a fee)
- Amend your health record if you believe it is incorrect or incomplete

- Receive an accounting of disclosures we have made
- Receive a paper or electronic copy of this Notice at any time
- To exercise any of these rights, submit a written request to our Privacy Officer (contact below).

**Responsibilities of Spruce Hill Counseling & Coaching Group**

- We are required by law to maintain the privacy of your PHI.
- We will notify you in case of a breach involving your unsecured PHI.
- Upon request, we will provide you with a paper or electronic copy of this Notice
- We will follow the terms of this Notice

**Changes to This Notice**

We reserve the right to change our privacy practices and this Notice at any time. Any changes will apply to all PHI we maintain and will be posted on our website and made available upon request.

**Complaints**

If you believe your privacy rights have been violated, you may file a complaint with us or with the U.S. Department of Health and Human Services.

*You will not be penalized for filing a complaint.*

To file a complaint or request more information, contact:

**Privacy Officer**

Spruce Hill Counseling & Coaching Group  
4009 Marshall Rd  
Drexel Hill, PA 19026  
Phone: 215-389-3256



### **Website Privacy**

Any personal information you provide us with via our website, including your e-mail address, will never be sold or rented to any third party without your express permission. If you provide us with any personal or contact information in order to receive anything from us, we may collect and store that personal data. We do not automatically collect your personal e-mail address simply because you visit our site. In some instances, we may partner with a third party to provide services such as newsletters, surveys to improve our services, health or company updates, and in such case, we may need to provide your contact information to said third parties. This information, however, will only be provided to these third-party partners specifically for these communications, and the third party will not use your information for any other reason. While we may track the volume of visitors on specific pages of our website and download information from specific pages, these numbers are only used in aggregate and without any personal information. This demographic information may be shared with our partners, but it is not linked to any personal information that can identify you or any visitor to our site.

Our site may contain links to other outside websites. We cannot take responsibility for the privacy policies or practices of these sites and we encourage you to check the privacy practices of all internet sites you visit. While we make every effort to ensure that all the information provided on our website is correct and accurate, we make no warranty, express or implied, as to the accuracy, completeness or timeliness, of the information available on our site. We are not liable to anyone for any loss, claim or damages caused in whole or in part, by any of the information provided on our site. By using our website, you consent to the collection and use of personal information as detailed herein. Any changes to this Privacy Policy will be made public on this site so you will know what information we collect and how we use it.

### **Breaches**

You will be notified immediately if we receive information that there has been a breach involving your PHI.