

NOTICE OF PRIVACY PRACTICES



Effective Date: 07/08/2025

This notice describes how your health information may be used and disclosed and how you can access this information. Please review it carefully.

Unstuck Therapy, LLC is required by law to maintain the privacy of your health information and to provide you with this Notice of Privacy Practices. This notice explains how we may use or disclose your information from your Designated Record Set, which includes both financial and health records. The information in this record is referred to as *Protected Health Information* ("PHI").

If you have any questions about this notice, please contact the Clinical Director at:

Unstuck Therapy, LLC

204 N Main St, STE 6, Dickson, TN 37055

contact@unstucktherapy.org

OUR COMMITMENT TO YOUR PRIVACY

Each time you engage with our therapy services, we create a record of your care. This record typically includes details about your symptoms, assessments, treatment plans, progress, and billing information. This information is essential for:

- Planning your care and treatment
- Communicating with other professionals involved in your care
- Documenting the care provided
- Ensuring high-quality clinical training and supervision
- Supporting research and public health as permitted
- Securing payment for the services provided
- Improving the care we deliver

Understanding your record helps you ensure accuracy, determine who may access your records, and make informed decisions about authorizations.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

Unstuck Therapy, LLC may use or disclose your PHI in the following ways:

1. For Treatment: To coordinate care with other health care providers involved in your treatment.

2. For Payment: To obtain reimbursement from insurance companies or bill you directly for services provided.
3. For Health Care Operations: For administrative functions, including quality assurance, staff training, and compliance review.

UPDATED 2025 COMPLIANCE MEASURES

We adhere to updated federal and state guidelines, including:

- Enhanced Reproductive Health Privacy: We follow current federal guidelines restricting disclosures related to reproductive health, particularly in states with restricted access.
- Substance Use Disorder Coordination: With your written consent, we can now better coordinate care for substance use disorders while upholding strict privacy protections.
- Cybersecurity Protocols: We utilize advanced encryption, secure data management systems, and regular audits to protect your ePHI from breaches and unauthorized access.

YOUR RIGHTS REGARDING YOUR PHI

Although your physical record belongs to Unstuck Therapy, LLC, the information in it belongs to you. You have the right to:

1. Inspect and Copy: Request access to your health records.
2. Request Amendment: Ask for changes if you believe information is incorrect or incomplete.
3. Accounting of Disclosures: Receive a report of how your PHI was shared (except for treatment, payment, or operations).
4. Request Restrictions: Ask us to limit the use or disclosure of certain information.
5. Confidential Communications: Request that we communicate with you using specific channels or locations.
6. Paper Copy: Request a printed copy of this notice at any time.

COACHING SERVICES – IMPORTANT LEGAL DISTINCTIONS

In addition to therapy, Unstuck Therapy, LLC provides coaching services to clients who live outside the state of Tennessee or who are not eligible for therapy under Tennessee law. The following policies apply to coaching services:

- Coaching is not a substitute for psychotherapy and is not considered mental health treatment.
- Coaching clients understand that no diagnosis, treatment of mental health conditions, or medical advice is provided.
- Coaching is available to clients regardless of their geographic location, with the understanding that it is not governed by state licensure laws.
- All coaching services are governed by a separate Coaching Agreement and are not covered by HIPAA. However, we are still committed to protecting your confidentiality and data.

- If a coaching client is found to require therapy, we will refer to a licensed therapist in your area or recommend seeking local mental health services.

COMPLAINTS OR QUESTIONS

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

Matthew Wade

Unstuck Therapy, LLC

contact@unstucktherapy.org

Complaints must be submitted in writing. You will not be penalized for filing a complaint.

Thank you for trusting Unstuck Therapy, LLC. We are committed to honoring your privacy, dignity, and legal rights every step of the way.