Notice of Privacy Practices

Resilient Roots Therapeutic Services, PLLC Originally effective: 2025 | Revised: November 2026

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.

Our Commitment to Your Privacy

Resilient Roots Therapeutic Services, PLLC ("Resilient Roots," "we," "us," or "our") is required by law to protect the privacy of your health information, called protected health information. This notice explains how we may use and share your information, your rights, and our responsibilities. It applies to all records of your care created or received by Resilient Roots, including records from in person and telehealth services.

We follow the federal HIPAA Privacy Rule and, where they give you more protection, North Carolina laws on the confidentiality of mental health information (N.C. Gen. Stat. 122C-51 through 122C-56) and federal rules for substance use disorder records (42 CFR Part 2).

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time by letting us know in writing.

Your Rights

When it comes to your health information, you have certain rights. To use any of these rights, contact our Privacy Officer using the information at the end of this notice.

Get a copy of your health record

- You can ask to see or get a paper or electronic copy of your health record and other health information we have about you.
- We will provide a copy or a summary, usually within 30 days of your request. We may charge a reasonable, cost based fee.
- In limited cases allowed by law, we may deny part of a request. If we do, we will tell you why in writing and explain any right you have to have the denial reviewed.

Ask us to correct your health record

- You can ask us to correct health information that you think is incorrect or incomplete.
- We may say no to your request, but we will tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way, such as by home or cell phone, or to send mail to a different address.
- We will say yes to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree, 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, you can ask us not to share that information with your health insurer for payment or our operations. We will say yes unless a law requires us to share it.

Get a list of those with whom we have shared information

- You can ask for a list (accounting) of the times we have shared your health information for six years before the date you ask, who we shared it with, and why.
- We will include all disclosures except those for treatment, payment, and health care operations, and certain other disclosures, such as any you asked us to make. We provide one accounting a year for free but may charge a reasonable, cost based fee if you ask for another within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive it electronically. We will provide it promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or someone is your legal guardian, that person can 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 any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting our Privacy Officer.
- You can file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, by sending a letter to 200 Independence Avenue S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/complaints.
- We will not retaliate against you for filing a complaint.

Your Choices

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

- In these cases, you have both the right and choice to tell us to share information with your family, close friends, or others involved in your care or payment for your care, and to 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 your information when needed to lessen a serious and imminent threat to health or safety.
- In these cases, we never share your information unless you give us written permission: marketing purposes, sale of your information, and most sharing of psychotherapy notes.
- We do not engage in fundraising. If that ever changes, you will have a clear opportunity to opt out of any fundraising communications, and we will not use substance use disorder records protected by 42 CFR Part 2 for fundraising unless you have been given that choice first.

Our Uses and Disclosures

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you. Example: your therapist may consult with a clinical supervisor, or coordinate with your doctor or psychiatric provider with your agreement.

Run our practice

We can use and share your health information to run our practice, improve your care, and contact you when necessary. Example: we use information to schedule appointments, send appointment reminders, provide clinical supervision for associate licensed clinicians, review the quality of our services, and meet licensing and legal requirements.

Bill for your 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, including dates of service and diagnosis, so it will pay for your services.

Business associates

We work with outside companies that help us operate, such as our electronic health record and client portal, telehealth platform, billing support, and secure communication services. They may receive your information only to do their work for us and must sign a Business Associate Agreement promising to protect it.

Other Ways We May Share Your Information

We are allowed or required to share your information in other ways, usually in ways that contribute to the public good. We have to meet many conditions in the law before we can share your information for these purposes, and North Carolina law may limit some of them further.

- **Preventing serious harm.** We may share information when your clinician believes there is an imminent danger to your health or safety or to another person, or a likelihood that a felony or violent misdemeanor will be committed (N.C. Gen. Stat. 122C-55(d)).
- **Reporting abuse or neglect.** We must report suspected abuse, neglect or dependency of a child (N.C. Gen. Stat. 7B-301) and suspected abuse, neglect or exploitation of a disabled adult (N.C. Gen. Stat. 108A-102) to the county Department of Social Services.

- **Medical emergencies.** We may share information as needed to get you emergency care.
- **Public health and safety.** We may share information for certain public health activities as required by law.
- **Health oversight.** We may share information with agencies authorized by law to oversee health care, such as licensing boards, for audits, investigations, and inspections.
- **Lawsuits and legal actions.** We may share information in response to a court order. In North Carolina, a subpoena alone is generally not enough to release mental health records without your written authorization or a court order.
- **Law enforcement and government requests.** We may share information with law enforcement, for workers' compensation claims, or for special government functions such as military or national security activities, only as permitted or required by law.
- **Medical examiners and funeral directors.** We may share information with a coroner, medical examiner, or funeral director when an individual dies.
- **Research.** We do not use client information for research unless you give written permission or the law allows it with privacy protections in place.
- **Compliance with the law.** We will share information if federal or state law requires it, including with the U.S. Department of Health and Human Services to show we are complying with federal privacy law.

Special Protections

Psychotherapy notes

Psychotherapy notes are a clinician's separate notes about the content of therapy sessions, kept apart from your main record. If your clinician keeps them, they receive extra protection and will not be shared without your specific written authorization, except in the limited situations the law allows.

Substance use disorder records

If we receive records about you from a substance use disorder treatment program covered by federal rules (42 CFR Part 2), those records have extra protection. Records, or testimony describing their contents, will not be used or shared in any civil, criminal, administrative, or legislative proceeding against you unless you give specific written consent or a court issues an order that meets the requirements of those rules, along with a subpoena or similar legal requirement. We will use and share these records only as permitted by 42 CFR Part 2 and this notice.

Information about minors

When we provide services to a minor, a parent or legal guardian generally acts as the minor's personal representative and may access the minor's information, consistent with North Carolina law. In some situations allowed by law, a minor may control their own information. We discuss confidentiality with the young person and their parent or guardian at the start of services.

Redisclosure

When we share your information with someone outside our practice as allowed by law, such as another provider, your health plan, or a person you authorize, that recipient may share it further, and your information may no longer be protected by the federal HIPAA Privacy Rule once it leaves our practice.

Communications With You

We may contact you by phone, voicemail, text message, email, or our secure client portal for appointment reminders, scheduling, billing, and other matters related to your care, using the methods you approve. Regular email and text messages are not fully secure. You can tell us at any time how you prefer to be contacted, or opt out of text messages by replying STOP.

Breach Notification

If there is a breach of your unsecured protected health information, we will notify you without unreasonable delay and no later than 60 days after we discover it, as required by HIPAA and North Carolina law.

Changes to This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our client portal, and on our website.

Contact Our Privacy Officer

If you have questions about this notice or want to exercise any of your rights, please contact:

Privacy Officer: Dr. Aalih Hussein, PhD, LCSW, Founder and Executive Director

Email: contact@resilientrootsmh.com

Phone: (336) 863-3558

Mail: Resilient Roots Therapeutic Services, PLLC, 31 S. Talbert Blvd #123, Lexington, NC 27292

This notice is also available in other formats or languages on request.