

NOTICE OF PRIVACY PRACTICES

Effective Date: June 25, 2026

THIS NOTICE DESCRIBES HOW YOUR MEDICAL INFORMATION MAY BE USED AND DISCLOSED, YOUR RIGHTS REGARDING THAT INFORMATION, AND HOW YOU CAN ACCESS IT. PLEASE READ IT CAREFULLY.

At **Work in Progress Counseling, LLC**, we are committed to protecting the privacy and confidentiality of your Protected Health Information (PHI). Federal law requires us to maintain the privacy of your health information, provide you with this Notice, and follow the privacy practices described herein.

Your Rights

You have the right to:

Inspect and Obtain a Copy of Your Records

You may request a paper or electronic copy of your health record. Reasonable copying fees may apply as permitted by law.

Request an Amendment

If you believe information in your record is incorrect or incomplete, you may request that it be amended. We may deny the request in certain circumstances but will explain our decision in writing.

Request Confidential Communications

You may ask us to contact you in a specific way (such as only by phone, mail, or through the secure client portal). We will honor all reasonable requests.

Request Restrictions

You may request limits on how we use or disclose your PHI. While we are not required to agree to every request, we will comply when required by law.

If you pay for services completely out of pocket, you may request that we not disclose information about those services to your health insurance company.

Receive an Accounting of Disclosures

You may request a list of certain disclosures of your PHI made during the previous six years. One accounting every 12 months is provided at no charge.

Receive a Copy of This Notice

You may request a paper copy of this Notice at any time, even if you previously received it electronically.

Designate a Personal Representative

If someone has legal authority to make healthcare decisions for you, that individual may exercise your privacy rights on your behalf.

File a Complaint

If you believe your privacy rights have been violated, you may file a complaint without fear of retaliation.

Work in Progress Counseling, LLC

524 Huffman Road
Birmingham, AL 35215

Phone: (205) 994-4563

You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

How We May Use and Disclose Your Information

We may use or disclose your PHI without your written authorization for the following purposes:

Treatment

To provide, coordinate, or manage your healthcare with other healthcare professionals involved in your treatment.

Payment

To bill and collect payment from you, your insurance company, or another responsible party.

Healthcare Operations

To operate our practice, improve the quality of care, conduct quality improvement activities, train staff, perform audits, and manage administrative functions.

Appointment Reminders and Practice Communications

We may contact you regarding appointments, billing matters, forms, or other treatment-related information by phone, voicemail, email, text message, or the secure client portal, according to your communication preferences.

Other Uses and Disclosures Permitted by Law

We may disclose your PHI when required or permitted by law, including:

- To prevent or lessen a serious and imminent threat to health or safety.
- To report suspected child abuse, elder abuse, or abuse of vulnerable adults.
- To comply with court orders, subpoenas, or other lawful legal processes.
- To cooperate with law enforcement when legally required.
- For public health activities.

- For health oversight activities, audits, inspections, and investigations.
- For workers' compensation claims.
- To coroners, medical examiners, or funeral directors as authorized by law.
- For approved research when permitted by law.
- To our contracted Business Associates who assist us in operating the practice and are required to protect your information.

Uses Requiring Your Written Authorization

We will obtain your written authorization before:

- Releasing psychotherapy notes (except where permitted by law)
- Using your information for most marketing purposes
- Selling your Protected Health Information

You may revoke your authorization at any time in writing, except to the extent action has already been taken.

Electronic Records and Security

Work in Progress Counseling, LLC maintains your clinical record using a secure electronic health record system. We employ administrative, technical, and physical safeguards designed to protect your information from unauthorized access or disclosure.

Our Responsibilities

We are required by law to:

- Maintain the privacy and security of your Protected Health Information.
- Notify you following a breach of unsecured PHI when required by law.
- Follow the terms of this Notice currently in effect.
- Notify you if this Notice changes.

A current copy of this Notice is available upon request and on our website.

Questions

If you have questions regarding this Notice or our privacy practices, please contact:

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Birmingham, AL 35215

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Website: www.workinprogresscounseling.com