

Dakota Counseling Institute, Inc. Notice of Health Information Practices

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

Introduction

At Dakota Counseling Institute, we are committed to treating and using protected health information (PHI) about you responsibly. This Notice of Health Information Practices describes the personal information we collect, and how and when we use or disclose that information. It also describes your rights as they relate to your protected health information. This Notice is effective April 14, 2003, and applies to all protected health information as defined by federal regulations.

Understanding Your Health Record/Information

Each time you visit Dakota Counseling Institute, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment. This information, often referred to as your health or medical record, serves as a:

- Basis for planning your care and treatment,
- Means of communication among the many health professionals who contribute to your care,
- Legal document describing the care you received,
- Means by which you or a third-party payer can verify that services billed were actually provided,
- A tool in educating health professionals,
- A source of data for medical research,
- A source of information for public health officials charged with improving the health of this state and the nation,
- A source of data for our planning and marketing,
- A tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.

Understanding what is in your record and how your health information is used helps you to: ensure accuracy, better understand who, what, when, where, and why others may access your health information, and make more informed decisions when authorizing disclosure to others.

Your Health Information Rights

Although your health record is the physical property of Dakota Counseling Institute, the information belongs to you. You have the right to:

- Obtain a paper copy of this notice of information practices upon request,
- Inspect and copy your health record as provided for in 45 CFR 164.524,
- Amend your health record as provided in 45 CFR 164.528,

- Obtain an accounting of disclosures of your health information as provided in 45 CFR 164.528,
- Request communications of your health information by alternative means or at alternative locations,
- Request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522, and
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken.

Our Responsibilities

Dakota Counseling Institute is required to:

- Maintain the privacy of your health information,
- Provide you with this notice as to our legal duties and privacy practices with respect to information we collect and maintain about you,
- Abide by the terms of this notice,
- Notify you if we are unable to agree to a requested restriction, and
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain. You may request a copy of the current notice from any of our locations.

We will not use or disclose your health information without your authorization, except as described in this notice. We will also discontinue to use or disclose your health information after we have received a written revocation of the authorization according to the procedures included in the authorization.

For More Information or to Report a Problem

If you have questions and would like additional information, you may contact the practice's Privacy Officer, Roswitha Konz, Clinical Director, at (605) 996-9686 or at r.konz@dakotacounseling.net.

If you believe your privacy rights have been violated, you can file a complaint with the practice's Privacy Officer or with the Office for Civil Rights, U.S. Department of Health and Human Services. There will be no retaliation for filing a complaint with either the Privacy Officer or the Office for Civil Rights. The address for the OCR is listed below:

Office for Civil Rights
 U.S. Department of Health and Human Services
 200 Independence Avenue, S.W.
 Room 509F, HHH Building
 Washington, D.C. 20201

Updated November 2023

MICHELLE L. CARPENTER
Executive Director

ROSWITHA KONZ, M.A.
Clinical Director

JANAE OETKEN, CCDCIII
Clinical Supervisor



November 15, 2023

Medication Refill Requests

All refill requests need to be made Monday through Thursday. Refill requests are to be called into your pharmacy, without exception. Your pharmacist in turn will take care of receiving authorization for renewal of the medication from us.

We recommend that you plan your refill needs carefully. You will need to plan at least 24-48 hours for your refill request to be processed. Any requests received on a Thursday or Friday will not be processed until the following Monday (or Tuesday if Monday is a holiday). Please keep in mind that any prescriptions for controlled substances will not be renewed until 2-3 days before a refill is due.

Sincerely,

A handwritten signature in black ink, appearing to be "Roswitha Konz", written over a horizontal line.

Roswitha Konz, MA, LPC, QMHP
Clinical Director

MENTAL HEALTH

910 West Havens • Mitchell, SD 57301
605-996-9686 • fax: 605-996-1624

PATHWAY

900 West Havens • Mitchell, SD 57301
605-996-3723 • fax: 605-996-1126

STEPPING STONES

901 South Miller • Mitchell, SD 57301
605-995-8180 • fax: 605-995-8183

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 U.S. Department of Health and Human Services
 200 Independence Avenue, S.W.
 Room 509F, HHH Building
 Washington, D.C. 20201

Updated February 2017

Dakota Counseling Institute, Inc. Client Rights

Clients' rights (67:62:07:01). Dakota Counseling Institute will ensure that client's rights are fully protected. DCI will give each client, the client's parent if the client is under 18 years of age, or the client's guardian, if any, a copy of the client's rights and responsibilities in writing, or in an accessible format, during the intake process and will discuss the rights and responsibilities with the client or the client's parent, guardian or advocate.

The client's rights and responsibilities statement will be posted in a place accessible to clients. Copies are also available in locations where clients can access them without making a request to center staff. In addition, DCI makes the client's rights and responsibilities statements available to the division. DCI will provide services to each client in a manner that is responsive to the client's need in the areas of age, gender, social support, cultural orientation, psychological characteristics, sexual orientation, physical situation, and spiritual beliefs.

Guaranteed rights (67:62:07:02). Dakota Counseling Institute will ensure that a client's rights guaranteed under the constitution and laws of the United States and the State of South Dakota are protected, including:

- The right to refuse extraordinary treatment as provided in SDCL 27A-12-3.22;
- The right to be free of any exploitation or abuse;
- The right to seek and have access to legal counsel;
- The right to have access to an advocate as defined in subdivision 67:62:01(2) or an employee of the state's designated protection and advocacy system;
- The right to confidentiality of all records, correspondence, and information relating to assessment, diagnosis, and treatment pursuant to SDCL 27A-12-26 and the security and privacy of HIPAA, 45 C.F.R., Parts 160 and 164 (September 26, 2016); and
- The right to participate in decision making, related to treatment, to the greatest extent possible.

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Dakota Counseling Institute

Grievance Process for Persons Receiving Services Reimbursed by the South Dakota Division of Community Behavioral Health

Dakota Counseling Institute is committed to providing high quality mental health and chemical dependency services through its various programs. As is the case with any service provider, however, occasionally there will be times when a person receiving services is dissatisfied, for some reason, with the services provided by the agency. If you believe that you have a legitimate complaint regarding services provided to you, the following procedure should be followed.

For all types of services provided by Dakota Counseling Institute, first try discussing the situation or the nature of your dissatisfaction with the staff member providing services to you. Our goal is to provide the most effective services possible and we want you to be satisfied with the services you receive. Most problems are likely to be resolved at this level.

If the problem is not resolved by talking directly to the staff person providing services to you, you may submit a written explanation of your complaint to the Clinical Director or Clinical Supervisor of Dakota Counseling Institute within 15 days of making your dissatisfaction known to the person providing services to you. The Clinical Director or Clinical Supervisor will respond to your complaint verbally and in writing within 15 days of receiving it.

Throughout the grievance process, if you feel a need for additional personal support, you may find it helpful to contact the National Alliance for the Mentally Ill-South Dakota at

PO Box 88808
Sioux Falls, SD 57109
605.271.1871
800.551.2531
namisd@midconetwork.com

or South Dakota Guardianship and Advocacy Program at 605.705.3025.

If you and the Clinical Director/Clinical Supervisor do not resolve the problem to your satisfaction, you may contact the Division of Mental Health at the following address and phone number:

Department of Social Services
Division of Behavioral Health
Kneip Building
700 Governor's Drive
Pierre, SD 57501
Phone: 605.367.5236
Fax: 605.367.5239

Updated November 2023