



LOOKING UP COUNSELING

Client Handbook

Address

203 E Main Madill, OK 73446

Phone

(405) 300-8588 or (580) 672-5000

Fax

(405) 655-5898

E-Mail

lookingupcounseling.weebly.com

9:00 AM to 5:00 PM,

Monday - Thursday

Mailing Address

PO BOX 360 Madill, OK 73446

My Therapist

My Case Manager

My Emergency Plan



Call my therapist at -

Call crisis number 1-800-522-9054

Call or Text 988

Self-Reminders

WELCOME TO LOOKING UP COUNSELING

We believe that you should have access to the best possible service within your own community. The information in this guide is meant to help you as you start services with our agency. While the information in the guide is helpful, it can also be difficult to read at times. We encourage you to contact the office any time if you need assistance clarifying any information located within this guide. If you locate a resource within this guide that you feel would be helpful, but aren't quite sure how to access that resource, your provider would be more than happy to assist you. We want to make sure you understand everything in this handbook for making accurate treatment decisions.

Looking Up Counseling

Looking Up Counseling is an outpatient mental health program. Our agency is dedicated to serving the diverse needs of individuals and families, regardless of background or circumstance. With an unwavering commitment to inclusivity, our agency offers comprehensive services catering to children, adolescents, and adults in the surrounding areas. We specialize in personalized care, tailoring treatment plans to address the unique challenges faced by individuals, couples, and families.

As advocates for holistic healing, we prioritize the integration of evidence-based practices and innovative approaches to foster sustainable emotional wellness. Our goal is not just to treat symptoms but to empower individuals and families to lead fulfilling and resilient lives. By fostering a culture of inclusivity, respect, and collaboration, we strive to build a community where mental health is destigmatized, and every individual has the opportunity to achieve their fullest potential.

Looking Up Counseling is an outpatient mental health program specializing in individual and family services to individuals and families. Our agency provides services to all age groups without regard to race, color, citizenship status, national origin, ancestry, religion, gender, age, physical or mental disability, ability to pay, physical handicap, marital status, or veteran status. Intake interviews are provided to all persons inquiring about services.

What services are provided at Looking Up Counseling

- Screening
- Assessment and Referral
- Cognitive Testing
- Individual Counseling
- Family Counseling
- Group Counseling
- Case Management
- Crisis Intervention

What do services cost at Looking Up Counseling?

At the current time, Looking Up Counseling accepts Medicaid and most private insurances. The agency can also provide services to those clients who wish to pay privately.

Sliding Scale for Outpatient Individual and/or Family Counseling Sessions	
Annual Income	Hourly Rate
\$100,000 or higher	\$150.00
\$80,000 to \$99,999	\$125.00
\$50,000 to \$79,999	\$100.00
\$30,000 to \$49,999	\$ 75.00
Under \$30,000	\$ 50.00

Hours of Operation

Looking Up Counseling is open Monday through Thursday, 9:00am to 5:00pm, with the exception of major Holidays.

After Hours Emergency Crisis Services

The provider who has been assigned to your family for services should provide you with an after-hours contact phone number in case of crisis. The following is a list of other emergency numbers that may be helpful in the event of an emergency.

- Oklahoma County Crisis Intervention Center 405-522-8100
- Oklahoma State Mental Health Hotline(24 hours) 1-800-522-9054
- Call or text 988 for immediate response.
- Contact your local emergency room or call 911 in the event of a medical or psychiatric emergency.

Telehealth Services

Telehealth is the distribution of health-related services and information via electronic information and telecommunication technologies. Telehealth services provided by Looking Up Counseling occur using live (synchronous) videoconferencing: a two-way audiovisual link between a client and mental health provider. The provider will be in an alternate location providing services. In the event you do not have access to technology equipment, or my equipment fails, there is an option for telephonic services. These are services that occur over the telephone line, without a video option to see my provider.

The benefits of telehealth services include convenience of being able to provide services to clients who cannot access services due to location, physical illness, injury or other condition that makes office based services not possible. However, there are some limitations and risks to telehealth services. Despite reasonable efforts by your provider, a telehealth session could be disrupted or distorted by technical failures. There are certain electronic requirements for participation in telehealth services on part of the client, as well as the provider.

The interactive technologies used in telehealth services incorporate network and software security protocols to protect the confidentiality of client information transmitted via any electronic channel. These protocols include measures to safeguard the data and to aid in protecting against intentional or unintentional corruption. No telehealth sessions will be recorded or maintained by the provider or Looking Up Counseling. Telehealth Services are conducted using a HIPAA compliant platform and no client data is stored within the platform.

Telehealth services are not a replacement for medical or mental health emergencies. In the event of a medical or mental health emergency, including suicidal ideations or plans, the client must agree to travel to the nearest emergency room for medical

Service Coordination

After you complete the assessment process, you will be assigned to a primary provider. The primary provider is responsible for your service coordination. In the event of difficulty communicating with your primary provider, please contact Angie Wright LPC, Clinical Director.

Assessment

Looking Up Counseling must complete a screening and assessment on each new person who is to receive services from the agency. The assessment was created in order to gather background information on you and your family that could be beneficial in knowing (such as allergies or medical conditions) and could be used during treatment services (such as past history, current stressors, etc). The assessment process occurs in the beginning of the services, but the provider will continually assess you and your family throughout services.

Service Planning

Looking Up Counseling must complete a service plan as required by insurance providers. The service planning process is where you develop a guide for your treatment. It allows you to list your problems, goals and objectives in terms that you can understand and in ways that the provider can help you meet your personal goals. The service plan is submitted to your insurance company when services are requested and must be completed at a minimum of every six months (or as your insurance requires). Changes to your plan can be made at any time service changes are needed. Signatures are required to complete this plan.

Discharge

The transition to discharge begins at the first session when you meet your Provider and complete the assessment. While building a road map to achieve your goals, the provider will continue to work on your discharge plan to seamlessly prepare you for the transition with any needed referrals during the treatment progress. You may discharge from the agency at any time, but when possible, we ask that you work with your provider to complete the discharge process for an improved outcome. The provider will complete a discharge form and you will receive a copy with instructions at the time of the discharge meeting. The agency is always available post discharge to assist with any further needs or transition issues.

Follow Up Contact

The agency completes a follow up call to every family who discharges three months after the discharge. The follow up contact occurs despite the reason for discharge and is completed to ensure your family is doing well and no new services are needed.

Agency Termination

For providers who provide services in the home, the agency must ensure protection of its providers. If you or one of your family members exhibits the following behaviors, the agency will be forced to discharge you immediately:

- Continued verbal aggression towards staff
- Inappropriate sexual contact
- Destruction of staff or agency property
- Verbal abuse towards staff
- Physical aggression towards staff

- Physical aggression towards one another during sessions when staff is present
- Uncontrolled animals in the home
- Threat of violence or harm either while in session or via the telephone
- Bringing a weapon of any kind into the agency
- Drug use in the space where sessions occur
- Drug related or gang related activity occurring in the home or in the close vicinity of the home where services occur

In the event you are discharged due to these reasons, an agency administrator will provide you with a referral to continue services in a more appropriate environment.

Service Restriction

Any time the primary provider feels it is necessary to do so, the provider may impose restrictions on a client in response to aggressive or abusive behavior. The following could be applied, given certain behavior:

- Requiring services to occur in the office as opposed to in the home.
- Requiring services to occur in a public setting with a confidential area such as a local Department of Human Services office.

Readmission

You may make a request to be readmitted into services any time after discharge by calling the office. You will need to complete the assessment process to ensure you are eligible for services.

If you were discharged due to agency termination or services restrictions, you must contact an agency administrator to request readmission. Once all information is collected for your readmission, it will be reviewed by an administrator for approval. If your readmission request is denied, you will receive written notification.

Tobacco, Drugs and Weapons

Looking Up Counseling forbids the possession of illicit drugs on the property.

Prescription medications are allowed on the premises as long as they are kept in the original, child-proof containers and are kept out of the sight and reach of any other person on the premises. The agency is not responsible for storing, dispensing or collecting any person's prescription drug medicine.

Prescription marijuana is not allowed to be used on the premises or during community based sessions.

Looking Up Counseling forbids the use of tobacco products in all locations where persons are served and all vehicles owned or operated by the agency. Clients who access the office for services are allowed to smoke in the permitted areas outside of the building only.

Weapons are not allowed on the agency premises under any conditions. Should a staff member, client or any other person on site possess a weapon, the weapon should be confiscated if it does not pose a risk to staff or other clients. The decision on whether or not to call the police shall be made after staffing with the director.

Seclusion and Restraint

It is the policy of Looking Up Counseling to NOT seclude and/or restrain any person while in any service setting. If clients are needing seclusion and restraint due to behavior, the agency administrator or present provider shall notify the authorities at once for assistance.

Sanctions/Incentives

Looking Up Counseling does not impose sanctions or offer incentives of any value to its participants. Any gains or limitations received by persons who participate in services will only result from outside parties who have interest such as the courts, Department of Human Services, etc. Interventions provided by staff of Looking Up Counseling will be provided as necessary and shall be in the best interest of the person being served.

Court Appearances

Looking Up Counseling does not require its clinical staff to appear in court on behalf of a client or family. While the agency encourages cooperation with court officials and systems, there is no guarantee that an independent contractor within the agency will provide continual court appearances for a person being served. It is expected that clients who complete a valid release of information can expect some type of communication to be made to the court on their behalf, most typically in writing and relevant to the provider's qualifications.

Financial Obligations

Persons who receive services through Looking Up Counseling will have to abide by the financial requirements of the agency. For those clients who have insurance coverage, you are required to contact the office immediately should insurance coverage change in any manner. You as a client are responsible for payment of co-pays, deductibles and those services provided by the agency that are not covered by insurance. You will not be denied services due to your inability to pay. Often times the staff will assist you in regaining your insurance benefits if a termination of coverage occurs. For those who are qualified for services by private pay, all services must be paid for up front by credit or debit card. Personal checks will not be accepted by the agency. In the event that a financial arrangement must be made, arrangements must be made with the director.

What does confidentiality mean?

It is the policy of Looking Up Counseling to maintain all required confidentiality rules and regulations in the protection of protected health information. Confidentiality means that no one can obtain your personal information from Looking Up Counseling without your written permission. It means that no one employed by or contracted with Looking Up Counseling can tell anyone anything you say or do in counseling. The same confidentiality measures apply if you participate in a group setting. While others cannot release any information about you to anyone outside the group, you are not allowed under any circumstance to release any information pertaining to a fellow group member to anyone outside of the group as well.

The Limits to Confidentiality

There are some times when by law, a provider must release your information to someone outside of the agency. The following are examples of when your information may be released without your written permission:

- There is the presence of clear and imminent danger to you or to others around you.
- An emergency exists that requires medical treatment.
- You make a threat to harm yourself or someone else.
- You report that you have hurt or intend to hurt your children.
- You report abuse by another party.
- Your insurance company requests demographic information to process your claims

Code of Ethics

Looking Up Counseling operates under a written Code of Ethics that all staff members, employees, and contractors of the agency must adhere to in their relationships with clients and other stakeholders. A written copy of the code is given to all staff and can be requested by you in writing. Please address the written request to Angie Wright LPC, Clinical Director.

Communication Guidelines

Social Media

Looking Up Counseling utilizes social media at times to make announcements regarding agency business. Any attempt made by a client to communicate on social media will be responded to individually and privately.

The agency, staff and providers will at no time relay any clinical information via social media. The agency reserves the right to delete social media comments that are confidential or otherwise inappropriate. Providers are forbidden to communicate or maintain a relationship with a client via any social media application.

Texting or Email

With consent providers may text appointment reminders. Your cell phone rates apply. Any threatening or harmful behavior sent via text, will be treated as done in person. The previous limits of confidentiality apply, even if the information is received via text. Transmitting confidential information by email can involve a number of risks including, but not limited to:

- Mis-delivery of emails or texts to an incorrectly typed address
- Email and online accounts can be hacked.
- Backup copies may exist even after deleted.
- Employers hand online servers have a right to archive and inspect emails, text and anything streamed through their systems
- Information could be intercepted

- Email and online applications can be used to introduce viruses to computer systems.
- Emails, texts and online communications of all types can be used as evidence in court.

Any emails sent to Looking Up Counseling may be entered into the client's chart.

By signing consent, you recognize that technology is ever evolving and electronic communications cannot be fully protected from unauthorized interception. Understanding the risks you control your preferences and can revoke your changes anytime in writing.

Grievance Procedure

The following procedure must be used by any person who is receiving services at Looking Up Counseling who wishes to file a grievance with the agency:

1. If you have a grievance, you may discuss the complaint with your primary Provider.
2. If you and your primary provider are unable to agree on a solution, you may present a written grievance to the Clinical Director, Angie Wright LPC.
3. The Clinical Director will meet with you and the primary provider, make a determination regarding your grievance and provide you with the results in writing, within fourteen (14) days of receiving your initial written grievance form.
4. If you are not satisfied with the result from the Clinical Director, you may seek outside assistance from the Consumer's Advocate Office provided through the Oklahoma Department of Mental Health and Substance Abuse Services, Office of Advocate General. (405) 321-4880.
5. The Office of the Advocate General will handle complaints and responses using their own procedural method. The agency and

client shall comply with the Advocate General's office and seek resolution of the grievance as quickly as possible.

6. Grievance Forms are available at all times and can be requested via mail, your primary provider or any office staff during normal office hours.

Client Rights

As a client of Looking Up Counseling, you have the right to :

- Be treated with dignity and respect;
- Retain all rights, benefits, and privileges guaranteed by law except those lost through due process of law;
- Receive services suited to your condition in a safe, sanitary and humane treatment environment; regardless of your race, religion, gender, ethnicity, age, degree of disability, handicapped condition, sexual orientation or legal status;
- Have access to information in sufficient time to facilitate your decision making;
- Never be humiliated, neglected or sexually, physically, verbally or otherwise abused;
- Be provided with prompt, competent, appropriate treatment services and an individualized treatment plan;
- Have the ability to release information to other parties, with your written permission, to the full extent possible by law;
- Never be exploited as a client for financial gain by your Provider or the Agency;
- Be given the opportunity to participate in your treatment planning, and may consent or refuse to consent to the proposed treatment;
- Be given the opportunity to provide informed consent or refuse to consent to the composition of your service delivery team and/or to the agreement to participate in concurrent services;

- With your permission, your family and/or significant others may be involved in your treatment and treatment planning;
- Be afforded all the limits of confidentiality in practice throughout your involvement;
- Have your records kept in a confidential manner;
- Refuse to participate in any research project or medical experiment without your informed consent, as defined by law. A refusal to participate in a research experiment will not affect the services available to you;
- Be given appropriate community referrals upon request that may include legal representation, self help support groups, or advocacy support groups;
- Have the right to assert grievances with respect to alleged infringement on your rights;
- Request the opinion of an outside medical or psychiatric consultant, at your own expense, or request a new primary provider be provided for an internal consultation at no cost;
- Not be retaliated against or subject to any adverse conditions or treatment services solely or partially because of having asserted your rights as stated above.

Client Responsibilities

As a client of Looking Up Counseling, you have the responsibility to...

- Participate in the planning of your treatment;
- Be courteous to other clients and staff;
- Be on time for all appointments;
- Have all pets in a secure location during time services are rendered in the home;
- Provide a 24 hour notice for all cancelled appointments;
- Pay any required fee for your services at the time services are received;
- Notify your primary provider as soon as possible of any changes in your demographic information such as name,

address, phone number, insurance, etc;

- Ask questions about any part of your treatment plan that you do not agree with or understand;
- Notify your primary provider if you need any special assistance to be able to participate in services;
- Notify your primary provider if you wish to discontinue services. If you fail to attend an appointment or make contact with your provider for more than thirty (30) days, you will receive written notification of discharge;
- Not carry weapons, illegal drugs, or alcohol onto the property of Looking Up Counseling;
- Attend services alcohol and drug free;
- Smoke only in designated smoking areas.

Client Satisfaction

Looking Up Counseling has implemented routine surveys during treatment and follow up surveys following treatment. These surveys allow Looking Up Counseling to access your opinion, suggestions and input on how services have been provided and can be improved. Follow up surveys will allow Looking Up Counseling to check on how you are doing at the end of treatment and will assist in measurement of the effectiveness and efficiency of Looking Up Counseling programs.

Treatment does not depend on your agreement to participate in random surveys. Participation is strictly voluntary and you are free to withdraw or decline at any time. You may also complete a survey any time on our website

lookingupcounseling.weebly.com

Client Input

In addition to surveys, Looking Up Counseling encourages its participants to contact the executive Staff at any time for complaints/questions/compliments, etc. Participants who wish to speak with the Executive Staff may provide their contact information or remain anonymous, with the exception of when filing grievances.

24-Hour Toll Free Hotlines

988

Dial this from your phone to reach a local provider that will search for free local mental health resources 24 hours a day!

Suicide Prevention Lifeline: 1-800-273-8255

Dating Abuse and Domestic Violence: 1-866-331-9474

Rape, Abuse and Incest National Network:
1-800-656-4673

The Trevor Project:
1-866-488-7386 (LGBTQ for young adults)

Alcoholics Anonymous: 405-524-1100

Reachout Hotline:
1-800-522-9054 (for assistance with issues related to mental health and substance abuse)

The Gambling Helpline: 1-800-522-4700

Eating Disorder Hotline: 1-800-931-2237

National Alliance on Mental Illness: 1-800-950-6264

Veterans Crisis Line: 1-800-273-8255

Community Mental Health Centers

Hope Community Services:

405-634-4400 6100 S Walker Avenue OKC, OK
73139

Central Oklahoma Community Mental Health Center:

405-360-5100,
909 E Alameda Norman, OK 73071

NorthCare Center:

405-858-2700
2617 General Pershing Blvd OKC, OK 73107

Red Rock Behavioral Health Services:

405-424-7711
4400 N Lincoln Blvd OKC, OK 73105

Family and Childrens Services:

918-587-9471 5310 E. 31st Street Tulsa,
OK 74135

CREOKS Health Services:

877-327-3657 6510
S. Western Ave., Ste. 400 Oklahoma
City, OK 73139

Green Country Behavioral Health Services:

918-682-8407
619 North Main Street Muskogee, OK 74401

Grand Lake Mental Health Center:

918-273-1841
604 S Walnut Street Stillwater, Oklahoma 74074

Edwin Fair CMHC:

580-762-7561
1500 N. 6th Street Ponca City, OK 74601

SOONERCARE PARTICIPANTS

Apply or Renew your benefits at
<https://www.okdhslive.org/>

- Child Support
- SNAP food benefits
- WIC (Women, Infants, Children)
- Child Care Assistance
- Soonercare Medical Coverage
- TANF (Temporary Assistance for Needy Families)
- LIHEAP (Low-Income Energy Assistance Program)

Treatment Advocate

Adults have the right, anytime during your treatment process, to name a Treatment Advocate. This can be a family member or other concerned individual to be involved in understanding your treatment planning and discharge planning. You the client, determines the level of their participation. A form is required with signatures of both the client and the named treatment advocate. Level of involvement and the advocate's intention of serving will be noted on the form. Your counselor can complete this form with you, anytime during treatment.

Notice of Privacy Practices

This Notice describes how medical information about you may be used and discloses how you can get access to this information.

Looking Up Counseling makes a record of health care services provided and may receive such records from others. The agency uses these records to provide or help other health care providers to provide quality health care, to obtain payment for services provided, and for administrative and operational purposes. The health record is the property of this agency. This notice covers records from Looking Up Counseling.

How we may disclose your personal health information:

For treatment: We use health information about you to provide your health care. We may disclose health information to our staff and others who are involved in providing the care you need. For example, we may share your health information with physician or other health care providers who will provide services. We may disclose health information to members of your family or others who can help you when you are sick or injured.

For payment: We use and disclose health information about you to obtain payment for the services you receive. For example, a bill may be sent to you and/or to a third-party payer, such as an insurance company, health plan or the State of Oklahoma.

For Health Care Operations: We may use and disclose health information about you to operate this agency. For example, we may use and disclose this information to review and improve the quality of care we provide, or the competence and qualifications of our professional staff. We may use and disclose health information about you to get your health plan to authorize services or referrals. We may also share your health information with our business associates, such

as billing services that perform administrative services for us. We have a written contract with each business associate that contains terms requiring them to protect the confidentiality of your health information.

Appointment Reminders: We may use and disclose health information to contact and remind you about appointments. We may phone your home. If you are not home, we may leave the date and time of your appointment on your voicemail or leave a message with the person answering the phone.

Notification and Communication with Family: We may disclose your health information to notify or assist in notifying a family member, your personal representative, or another person responsible for your care about your location, your general condition, or in the event of your death. In the event of a disaster, we may disclose information to a relief organization so they may coordinate these notification efforts. We may also disclose information to someone who is involved with your care. If you are able and available to agree or object, we will give you the opportunity to object prior to making these disclosures, although we may disclose health information in a disaster even over your objection if we believe it is necessary to respond to the emergency circumstances. If you are unable and unavailable to agree or object, our health professionals will use their best judgment in communication with your family and others.

Required by Law: We may use or disclose health information about you as required by law. For example, in certain circumstances, we may be required to disclose information for the following purposes: To report information related to victims of abuse, neglect or domestic violence; To assist law enforcement officials in their duties; to respond to judicial and administrative proceedings, or in the course of judicial proceedings; If you have waived your rights to confidentiality under Oklahoma Law; To help health oversight

agencies during the course of audits, investigations, inspections, licensure and other proceedings, subject to the limitations imposed by federal and Oklahoma law.

Lawsuits and Disputes: If you are involved in a lawsuit or dispute, we may disclose health information about you in response to a court or administrative order. If the lawsuit is a health negligence action, your health information may be disclosed without a court order. We may also disclose health information about you in response to a subpoena, a discovery request or other lawsuit processed by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

Public Health and Safety: Your health information may be used or disclosed for public health activities such as assisting public health authorities or other legal authorities who prevent or control disease, injury, or disability, or for other health oversight activities. Your health information may be disclosed to appropriate persons in order to prevent or lessen a serious and imminent threat to the health and safety of a particular person or the general public.

Specialized Government Functions: We may disclose your health information for military or national security purposes or to correctional institutes or law enforcement offices that have you in their lawful custody.

Coroners/Funeral Directors: We may disclose your health information to coroners or funeral directors in connection with their investigations of death to enable them to carry out their duties.

Worker's Compensation: Your health information may be used or disclosed as necessary in order to comply with laws and regulations related to worker's compensation.

Change of Ownership: In the event this agency is sold or merged with another organization, your health information will become property of the new owner, although you will maintain the right to request that copies of your health information be transferred to another provider.

Marketing: We may contact you to give you information about products or services related to your treatment, care coordination, or to direct or recommended other treatments or health related benefits and services that may be of interest to you. We may also encourage you to purchase a product or service that may be of interest to you. We will not use or disclose your health information for marketing purposes without your written authorization.

Research: We may use your health information for research purposes when an institutional review board or privacy board has reviewed the research proposal and established protocols to ensure the privacy of your health information and has approved the research.

Organ or Tissue Donation: We may disclose your health information to organizations involved in procuring, banking or transplanting organs and tissues.

By Oklahoma Law, we are required to notify you that your health information used or disclosed described in the Notice of Privacy Practices may include records which may indicate

the presence of a communicable or venereal disease which includes, but is not limited to, diseases such as: hepatitis, syphilis, gonorrhea and human immunodeficiency virus, also known as the Acquired Immune Deficiency Syndrome (AIDS).

When We May Not Use or Disclose Your Health Information

Except as described in the Notice of Privacy Practices, this agency will not use or disclose health information that identifies you without your written authorization. If you do not authorize the agency to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

Your Health Information Rights:

You have the right:

- To have a paper copy of this Notice of Privacy Practices
- To request restrictions on certain uses and disclosures of your health information by written request specifying what information you want to limit and what limitation on your use or disclosure of that information you wish to have imposed.
- We reserve the right to accept or reject your request and will notify you of our decision.
- To request that you receive health information in a specific way or at a specific location. For example, you may ask that we send information to your work address. We will comply with all

reasonable requests submitted.

- To obtain access to or a copy of your health information, with limited expectations. The privacy officer will review each request and provide requested records (to the extent of the law) within five business days of receiving the request. The agency will maintain a record of all records released. The agency also reserves the right to charge for the reproduction and mailing of records. If we deny your request for access or copies, you will be informed to your rights to appeal our decision.
- To request that we amend your health information you believe is incorrect or incomplete. Your request to amend must be in writing and include the reasons you believe the information is inaccurate or incomplete. We are not required to change your health information and if we do not, we will provide you with information about this agency's denial. You also have the right to request that we add to your record a statement of up to two hundred fifty (250) words concerning any statement or item you believe to be incomplete or incorrect.
- To receive an accounting of disclosures made of your health information by this agency unless the disclosures were for purposes of treatment, payment, health care operations, certain government functions, or pursuant to our written authorization. You have the right to revoke your authorization to use or disclose health information except to the extent that this use or disclosure has already occurred.

Obligations of Looking Up Counseling

We are required to maintain the privacy of your confidential health information; provide you with this notice of our legal duties and privacy practices with respect to your health information; abide by

the terms of this notice; notify you if we are unable to agree with a requested restriction on how your information is used or disclosed; accommodate reasonable requests you make to communicate health information by alternative means or alternative locations and obtain your written authorization to use or disclose your health information for reasons other than those listed above and permitted under law.

We reserve the right to change or amend this Notice of Privacy Practices at any time in the future. After an amendment is made, the revised Notice of Privacy Practices will apply to all health information that we maintain. A copy of any revised Notice of Privacy Practices can be made available to you at each appointment.

Confidentiality of Alcohol and Drug Abuse Client Records

The confidentiality of alcohol and drug abuse client records maintained by this program is protected by Federal Law and regulations. Generally, the program may not say to a person outside the program that a client attends the program, or disclose any information identifying a client as an alcohol or drug abuser.

UNLESS, the client consents in writing; the disclosure is allowed by court order; or the disclosure is made to health care personnel in a health care emergency or to a qualified personnel for research, audit, or program evaluation.

Violation of the Federal Law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Federal Law and regulations do not protect any information about a crime committed by a client either at a program or against any person who works for the program or about any threat to commit such a crime. Federal Law and regulations do not protect any information about suspected child abuse or neglect from being reported under State of Oklahoma Law to appropriate State or local authorities.

Complaints

You will not be penalized for filing a complaint. Complaints about this Notice of Privacy Practices or how this agency handles your health information should be directed to:

Angie Wright
Looking Up Counseling
PO BOX 360
Madill, Ok, 73446
Phone: (405)300-8588; Fax (405)655-5898

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

**The Department of Health and
Human Services Office of Civil Rights**
Herbert H. Humphrey Building, Room 509 F 200
Independence Avenue, S.W.
Washington, D.C. 20201

**Looking Up Counseling is certified by Oklahoma
Department of Mental Health and Substance Abuse.**

Learn more at:

OKLALHOMA.GOV/ODMHSAS.HTML

