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| **Policy Name:**  | **Notice of Privacy Practices**  | **Date Revised:**  | **2/2020** |
| **Purpose:** | **Protocol Disseminating Agency Privacy Practices** | **Board Approval:** |  |

**Policy:**

Greater New Beginnings (GNB) clients have the right to adequate notice of the uses and disclosures of Protected Health Information (PHI) that may be made by or on behalf of GNB, and of the individual’s rights and the agency’s legal duties with respect to PHI, except as otherwise set forth in the HIPAA regulations. All individuals will be given a copy of Greater New Beginnings’ Notice of Privacy Practices as well as the County’s Notice of Privacy Practices at the time of their intake and at any time upon request. GNB shall obtain the individual’s written acknowledgement of receipt, or document good faith effort to obtain such acknowledgement. The receipt of acknowledgement will be maintained in the medical record.

**Procedure:**

1. **Training:** All Greater New Beginnings’ staff shall receive training on the Notice of Privacy Practices (NPP) at new hire orientation.
2. **Provision:** In most circumstances, it shall be the responsibility of the person providing the first face-to-face service (typically the Clinician) to provide the client with the NPP and obtain/complete the acknowledgement form. In the unusual event that the first service is not face-to-face and it is not expected that a face-to-face service will be provided within 24 hours, the NPP shall be mailed to the consumer within one working day of that first non-face-to-face service.
	1. When circumstances require an NPP to be mailed rather than provided in person, both the NPP and an acknowledgement form shall be mailed to the consumer or requestor with a note asking that the acknowledgement form be signed and returned.
	2. The staff person shall complete a separate acknowledgement form by:
		1. Printing the consumer’s (or representative’s) name on the appropriate line,
		2. Indicating the date that the NPP and acknowledgement form was mailed in the section provided for documentation
		3. Signing, dating and printing name in the section provided for staff sign-off, and,
		4. Placing this form in the section of the clinical chart that contains the admission documents.
	3. If the acknowledgement form is in fact signed and returned, it shall be filed in the chart as well.
3. **Receipt of Acknowledgement:** The Greater New Beginnings staff shall obtain the individual’s written acknowledgement of receipt, or document good faith effort to obtain such acknowledgment utilizing the agency wide “Informing Materials” packet. The written acknowledgement of receipt will be maintained in the section of the clinical chart that contains the admission/intake documents.
4. **Pre-Enrollment Services:** Outreach and engagement services may be provided to seriously and persistently mentally ill persons who have not yet formally agreed to enter into services. These services may include, but are not limited to, case management and assessment services. In this situation, the clinician must make a determination as to whether the potential consumer is so disturbed that to provide the NPP would interfere with the engagement process.
	1. If the clinician believes that giving the NPP would not interfere with the engagement process, then the NPP should be given at the first.
	2. If the clinician believes that giving the NPP would interfere with the engagement process, then the clinician shall document this utilizing the Notice of Privacy Practices form. In this circumstance, the NPP shall be given as soon as the clinician determines it may be done without jeopardizing the engagement process. If the person moves from the outreach and engagement phase to become a formal client, then the NPP shall be given at the first service after becoming a formal client.
	3. If the client refuses to sign the acknowledgement or to accept the copy of the NPP, the provider shall complete an acknowledgement form, noting the refusal on the form.
5. **Availability and Explanation:** Upon request by any person, a copy of the NPP shall be provided to that person. Should any person ask a Greater New Beginnings staff person for an explanation of all or part of the NPP, the staff person shall answer the questions or, if unsure of the answer, arrange for the person asking the question to meet with a GNB staff person who can answer the question. It is the responsibility of the Quality Assurance Compliance Manager and Head of Service to ensure that the NPP is posted, in all funding county threshold languages, in a clear and prominent position where it is reasonable to expect that consumers can read it. Additionally, the NPP, in all threshold languages, shall be available at the work site for consumers to take with them. Greater New Beginnings’ NPP may also be found via their website.