

Notice of Privacy Practices & Patient Agreement

Miller Mental Health Staffing Services, LLC

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Introduction

At Miller Mental Health Staffing Services, LLC ("the Practice"), we are committed to protecting your privacy and ensuring the security of your health information. This page explains your rights, our legal duties, and our policies regarding your protected health information (PHI), telehealth services, electronic communication, and — when applicable — substance use disorder treatment records under 42 C.F.R. Part 2.

By using our services, you agree to all terms described on this page. If you do not agree, you must notify us in writing before receiving services.

I. Notice of Privacy Practices (HIPAA) — Our Legal Duties

We are required by law to:

- Keep your PHI private
- Provide you with this Notice of Privacy Practices
- Follow the terms of the Notice currently in effect

We may change this Notice at any time, and changes will apply to all information we maintain, including information created before the change. The latest version will always be available in our office and on this website.

How We May Use & Disclose Your PHI Without Authorization

- Treatment, Payment, and Health Care Operations: Coordinating care with other providers, billing, scheduling, and practice administration.
- Public Health & Safety: Reporting suspected abuse; preventing or reducing serious threats to health or safety.
- Legal Requirements: Responding to court orders, subpoenas, audits, and investigations.
- Law Enforcement: Reporting crimes on our premises.
- Research: As permitted by law and privacy board approval.
- Workers' Compensation: As required to comply with workers' compensation laws.

Uses & Disclosures Requiring Your Authorization

- Psychotherapy Notes: Cannot be shared without your written authorization, except in limited circumstances defined by HIPAA.
- Marketing Purposes: We will never use your PHI for marketing without your signed authorization.

- Sale of PHI: We will never sell your PHI.

Your Rights Under HIPAA

- Request restrictions on certain disclosures.
- Request confidential communications.
- Inspect and get copies of your records.
- Request an amendment to your records.
- Receive an accounting of disclosures.
- Receive a paper or electronic copy of this Notice.
- Choose a personal representative to act for you.
- File a complaint with us or with the U.S. Department of Health and Human Services without retaliation.

II. Telehealth & Electronic Communication Consent

By receiving telehealth services from our Practice, you consent to the following:

- You must be physically located in a state where your provider is licensed at the time of your session.
- We use HIPAA-compliant platforms but no system is 100% secure; you accept the inherent risks of electronic communication.
- Recording sessions is prohibited without prior written consent from both parties.
- Email and text messaging may be used for scheduling, reminders, and limited updates. These are not fully secure — avoid sharing sensitive details.
- Telehealth is not for emergencies. In an emergency, call 911 or 988.
- You can revoke telehealth consent in writing at any time; this will not affect actions already taken.

III. Substance Use Disorder Confidentiality (42 C.F.R. Part 2)

If you receive diagnosis, treatment, or referral for a substance use disorder (SUD) from a federally assisted program within our Practice, your records are subject to additional protections under 42 C.F.R. Part 2.

- We cannot disclose SUD treatment records without your specific written consent, except in limited situations such as medical emergencies, audits, research, court orders, or crimes on program premises.
- All authorized disclosures will include the federal redisclosure prohibition notice.
- Part 2 protections are stricter than HIPAA; when both apply, the stricter rule governs.

IV. Agreement to Policies

By receiving care from Miller Mental Health Staffing Services, PLLC, you:

- Acknowledge you have been offered or received a copy of our Notice of Privacy Practices.
- Consent to our telehealth and electronic communication policies.
- Understand that certain records may be subject to 42 C.F.R. Part 2 protections.

- Agree to abide by these policies as a condition of receiving services.

If you do not agree to these terms, you must notify us in writing before services begin.

V. How to Get a Copy or File a Complaint

Request a Copy: You may request a paper or electronic copy of this Notice at any time.

Complaints: You can file a complaint directly with our Privacy Officer or with the U.S. Department of Health and Human Services, Office for Civil Rights. We will not retaliate against you for filing a complaint.

VI. Patient Acknowledgment Form

For additional documentation and legal protection, we recommend each patient download, review, and sign our Acknowledgment of Receipt & Agreement Form.

Return the signed form by email to amiller@millermentalhealthservices.com or bring it to your first appointment.