

NOTICE OF PRIVACY PRACTICES

Effective Date: 1/1/2025

This Notice describes how your medical and mental health information may be used and disclosed and how you can access this information. Please review it carefully.

Our Commitment to Your Privacy

We are required by law to maintain the privacy of your Protected Health Information (PHI), provide you with this Notice, and comply with the terms described herein.

Uses and Disclosures of Protected Health Information

We may use or disclose your PHI for the following purposes:

Treatment: To provide, coordinate, or manage your counseling services, including virtual and telehealth sessions.

Supervision (LPC-Associate Requirement):

Services may be provided by a Licensed Professional Counselor Associate (LPC-Associate) under the supervision of a Texas-approved LPC Supervisor. Your clinical records, treatment information, and session content may be reviewed and discussed with the supervising LPC as required by the Texas Behavioral Health Executive Council (BHEC) to ensure quality of care, ethical compliance, and professional development.

Payment: To bill and collect payment from you or a third party.

Health Care Operations: For administrative, training, quality assurance, licensing, and compliance purposes.

As Required by Law: Including mandatory reporting, court orders, subpoenas, or other legal obligations under Texas or federal law. These laws include but are not limited to mandatory reported information from the counselor. Such situations include suspected child abuse, suspected disabled dependent abuse, and suspected elder abuse.

Safety and Public Health: To prevent or lessen a serious threat to your health or the safety of yourself or others.

Telehealth and Electronic Communications

Counseling services are conducted virtually using HIPAA-compliant platforms. While safeguards are in place, electronic communications carry inherent risks. By participating in telehealth services, you acknowledge and accept these risks.

Your Rights Regarding Your Information

You have the right to:

- Inspect and obtain a copy of your records: Clients may contact counselor at any time to request their records for review.
 - Request corrections to your records: Clients may contact their counselor at any time to request corrections to their records. Counselors hold final decision on record corrections.
 - Request restrictions on certain uses or disclosure
 - Request confidential communications
 - Receive an accounting of disclosures
 - Obtain a paper or electronic copy of this Notice
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Our Responsibilities

We are required to:

- Safeguard your PHI
 - Notify you following a breach of unsecured PHI
 - Use and disclose your information only as permitted by law and this Notice
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Complaints and Consumer Reports

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

You may file a complaint with:

- The practice directly

- Behavioral Health Executive Council (BHEC) of Texas:
<https://bhec.texas.gov/how-to-file-a-complaint/>
- Texas Attorney General – Consumer Protection Division:
<https://www.texasattorneygeneral.gov/consumer-protection>

Please note that filing a formal complaint with a regulatory authority may affect confidentiality protections.

Contact Information

If you have questions about this Notice or your privacy rights, please contact:

Wildflower Counseling Services

Apryl Johns, Licensed Professional Counselor Associate

Supervisor: Denise Thatcher, LPC-S

Phone: 254-824-8090

Client Portal Messaging