Notice of Privacy Practices

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

INFORMED CONSENT:

A person or guardian must sign for a client who is under 18 years of age.

Therapist qualifications: Susan Prenavo has a Master of Science in Counseling Psychology from The University of Kansas. She is a Counselor-in-Training (CIT) in Missouri and practices under the clinical supervision of James Parker, LPC. Susan is working toward licensure as a Provisionally Licensed Professional Counselor (PLPC) and provides counseling services in accordance with Missouri regulations under supervision.

Care will be taken to keep identifying information confidential unless there is a concern for safety, abuse, or as otherwise required by law.

Therapists and supervisors are bound by professional ethics to treat all information regarding sessions as strictly confidential, with the exceptions defined by state law. We believe these practices contribute to high-quality professional care and help protect your privacy.

The Therapy Process – Susan will work collaboratively with you to establish therapeutic goals that are meaningful to you. Please bring up any concerns you have about therapy or the therapeutic relationship so they can be addressed. Being open and honest throughout the process allows therapy to be as effective as possible. While therapy can foster meaningful personal growth and improve relationships, it cannot guarantee specific outcomes or resolve concerns on its own. Your progress will be reviewed periodically to ensure therapy continues to align with your goals.

Contacting Susan Outside of Scheduled Sessions – If you need to contact Susan regarding scheduling or cancellations, please do so through the client portal or by email at **susan@thecollectivebloom.co**. If Susan is unavailable due to vacation, illness, or other circumstances, you may be provided with contact information for another therapist in the event of an emergency. Clinical counseling will not be provided outside of scheduled sessions via email, phone, or text.

Financial Considerations and Arrangements Session fees are due at the time services are provided.

Standard Fee

- $90 for a 50-minute individual therapy session.

Sliding Scale

A limited number of sliding scale appointments are available for clients experiencing financial hardship.

- $45–75 for a 50-minute individual therapy session.

Open Path Collective

For clients participating through Open Path Collective:

- $40–70 for a 50-minute individual therapy session.

Notice of Privacy Practices

Payment may be made by debit card, credit card, HSA, or FSA through the client portal. A valid debit or credit card **is required** to remain on file, even if another form of payment is typically used.

If you cancel with less than 24 hours' notice or do not attend your scheduled appointment, the full agreed-upon session fee **will be** charged to the card on file. If your account has an outstanding balance, future appointments may not be scheduled until the balance has been paid.

If you are receiving services through an organization or partnership program, please refer to the financial agreement between the payer and the service provider.

Cancellations and No-Shows

Appointments require at least **24 hours' notice** for cancellation or rescheduling unless circumstances involve an emergency, severe illness, or dangerous weather, at the discretion of the practice.

Please notify Susan by phone, email, text message, or through the client portal as soon as possible if you need to cancel or reschedule. Email and the client portal are the preferred methods of communication.

Appointments canceled with less than 24 hours' notice, as well as missed appointments ("no-shows"), will be charged the full agreed-upon session fee. An appointment is considered a no-show if you arrive more than 15 **minutes** after your scheduled start time without prior communication.

Risks and Benefits of Therapeutic Procedures – A benefit is that therapy may help you personally and with your relationships. A risk of therapy is that it may not by itself resolve your problem, or you may feel discomfort in talking about certain topics. Susan will assess your progress with you periodically to ensure movement toward your goals.

Limits to Confidentiality – All information in therapy is confidential with some exceptions. Electronic communication is available regarding balances due, rescheduling appointments, online appointments, etc.

Be aware that there are inherent confidentiality risks in electronic communication, whether it is through text, email, or phone call.

In order to provide others with information about therapy, all participating family members who are 18 or older will need to sign this consent. Other exceptions to confidentiality are:

! If you reveal the intent to harm yourself and/or others.

! If there are reasons to suspect child or elderly abuse

! When, in the case of a minor, a serious runaway threat is judged to exist.

! When, in the case of a minor, a serious suspicion of substance abuse/addiction is judged to exist.

! In legal cases, the court may order the therapist's testimony or records.

Notice of Privacy Practices

! I understand that I/my child(ren) am/are entering into outpatient therapy. I understand that I/my child(ren) have a right to expect that all information shared with Susan Prenavo will be kept confidential and will not be shared with anyone unless I give express written permission to share this information with another person or institution.

! I/we give full and informed consent to receive therapy services from Susan Prenavo.

! I/we agree to pay all fees at the time services are rendered.

I. MY PLEDGE REGARDING HEALTH INFORMATION:

I understand that health information about you and your health care is personal. I am committed to protecting health information about you. I create a record of the care and services you receive from me. I need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records of your care generated by this mental health care practice. This notice will tell you about the ways in which I may use and disclose health information about you. I also describe your rights to the health information I keep about you, and describe certain obligations I have regarding the use and disclosure of your health information. I am required by law to:

- Make sure that protected health information ("PHI") that identifies you is kept private.
- Give you this notice of my legal duties and privacy practices with respect to health information.
- Follow the terms of the notice that is currently in effect.
- I can change the terms of this Notice, and such changes will apply to all information I have about you. The new Notice will be available upon request, in my office, and on my website.

II. HOW I MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU:

The following categories describe different ways that I use and disclose health information. For each category of uses or disclosures, I will explain what I mean and try to give some examples. Not every use or disclosure in a category will be listed. However, all of the ways I am permitted to use and disclose information will fall within one of the categories.

For Treatment Payment, or Health Care Operations: Federal privacy rules (regulations) allow health care providers who have direct treatment relationship with the patient/client to use or disclose the patient/client's personal health information without the patient's written authorization, to carry out the health care provider's own treatment, payment, or health care operations. I may also disclose your protected health information for the treatment activities of any health care provider. This too can be done without your written authorization. For example, if a clinician were to consult with another licensed health care provider about your condition, we would be permitted to use and disclose your personal health information, which is otherwise confidential, in order to assist the clinician in diagnosis and treatment of your mental health condition.

Disclosures for treatment purposes are not limited to the minimum necessary standard. Because therapists and other health care providers need access to the full record and/or full and complete information in order to provide quality care. The word "treatment" includes, among other things, the coordination and management of

health care providers with a third party, consultations between health care providers, and referrals of a patient for health care from one health care provider to another.

Lawsuits and Disputes: If you are involved in a lawsuit, I may disclose health information in response to a court or administrative order. I may also disclose health information about your child in response to a subpoena, discovery request, or other lawful process 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.

III. CERTAIN USES AND DISCLOSURES REQUIRE YOUR AUTHORIZATION:

1. Psychotherapy Notes. I do keep "psychotherapy notes" as that term is defined in 45 CFR § 164.501, and any use or disclosure of such notes requires your Authorization unless the use or disclosure is:
   a. For my use in treating you.
   b. For my use in training or supervising mental health practitioners to help them improve their skills in group, joint, family, or individual counseling or therapy.
   c. For my use in defending myself in legal proceedings instituted by you.
   d. For use by the Secretary of Health and Human Services to investigate my compliance with HIPAA.
   e. Required by law and the use or disclosure is limited to the requirements of such law.
   f. Required by law for certain health oversight activities pertaining to the originator of the psychotherapy notes.
   g. Required by a coroner who is performing duties authorized by law.
   h. Required to help avert a serious threat to the health and safety of others.
2. Marketing Purposes. As a psychotherapist, I will not use or disclose your PHI for marketing purposes.
3. Sale of PHI. As a psychotherapist, I will not sell your PHI in the regular course of my business.

IV. CERTAIN USES AND DISCLOSURES DO NOT REQUIRE YOUR AUTHORIZATION.

Subject to certain limitations in the law, I can use and disclose your PHI without your Authorization for the following reasons:

1. When disclosure is required by state or federal law, and the use or disclosure complies with and is limited to the relevant requirements of such law.
2. For public health activities, including reporting suspected child, elder, or dependent adult abuse, or preventing or reducing a serious threat to anyone's health or safety.
3. For health oversight activities, including audits and investigations.
4. For judicial and administrative proceedings, including responding to a court or administrative order, although my preference is to obtain an Authorization from you before doing so.
5. For law enforcement purposes, including reporting crimes occurring on my premises.
6. To coroners or medical examiners, when such individuals are performing duties authorized by law.

7. For research purposes, including studying and comparing the mental health of patients who received one form of therapy versus those who received another form of therapy for the same condition.
8. Specialized government functions, including ensuring the proper execution of military missions; protecting the President of the United States; conducting intelligence or counter-intelligence operations; or helping to ensure the safety of those working within or housed in correctional institutions.
9. For workers' compensation purposes. Although my preference is to obtain an Authorization from you, I may provide your PHI in order to comply with workers' compensation laws.
10. Appointment reminders and health-related benefits or services. I may use and disclose your PHI to contact you to remind you that you have an appointment with me. I may also use and disclose your PHI to tell you about treatment alternatives, or other health care services or benefits that I offer.

V. CERTAIN USES AND DISCLOSURES REQUIRE YOU TO HAVE THE OPPORTUNITY TO OBJECT.

1. Disclosures to family, friends, or others. I may provide your PHI to a family member, friend, or other person that you indicate is involved in your care or the payment for your health care, unless you object in whole or in part. The opportunity to consent may be obtained retroactively in emergency situations.

VI. YOU HAVE THE FOLLOWING RIGHTS WITH RESPECT TO YOUR PHI:

1. The Right to Request Limits on Uses and Disclosures of Your PHI. You have the right to ask me not to use or disclose certain PHI for treatment, payment, or health care operations purposes. I am not required to agree to your request, and I may say "no" if I believe it would affect your health care.
2. The Right to Request Restrictions for Out-of-Pocket Expenses Paid for In Full. You have the right to request restrictions on disclosures of your PHI to health plans for payment or health care operations purposes if the PHI pertains solely to a health care item or a health care service that you have paid for out-of-pocket in full.
3. The Right to Choose How I Send PHI to You. You have the right to ask me to contact you in a specific way (for example, home or office phone) or to send mail to a different address, and I will agree to all reasonable requests.
4. The Right to See and Get Copies of Your PHI. Other than "psychotherapy notes," you have the right to get an electronic or paper copy of your medical record and other information that I have about you. I will provide you with a copy of your record, or a summary of it, if you agree to receive a summary, within 30 days of receiving your written request, and I may charge a reasonable, cost-based fee for doing so.
5. The Right to Get a List of the Disclosures I Have Made. You have the right to request a list of instances in which I have disclosed your PHI for purposes other than treatment, payment, or health care operations, or for which you provided me with an Authorization. I will respond to your request for an accounting of disclosures within 60 days of receiving your request. The list I will give you will

include disclosures made in the last six years unless you request a shorter time. I will provide the list to you at no charge, but if you make more than one request in the same year, I will charge you a reasonable cost-based fee for each additional request.

6. The Right to Correct or Update Your PHI. If you believe that there is a mistake in your PHI, or that a piece of important information is missing from your PHI, you have the right to request that I correct the existing information or add the missing information. I may say "no" to your request, but I will tell you why in writing within 60 days of receiving your request.
7. The Right to Get a Paper or Electronic Copy of this Notice. You have the right to get a paper copy of this Notice, and you have the right to get a copy of this notice by e-mail. And, even if you have agreed to receive this Notice via e-mail, you also have the right to request a paper copy of it.

Susan Prenavo, MS, CIT
EFFECTIVE DATE OF THIS NOTICE: This notice went into effect on 07/23/2026