

**NOTICE OF PRIVACY PRACTICES**  
**EQUILIBRIUM MENTAL HEALTH PLLC**

**Effective Date: 5/2/2025**

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

**About this Notice of Privacy Practices (“Notice”)**

Equilibrium Mental Health PLLC, is committed to protecting the privacy of health information we create or obtain about you. This Notice tells you about the ways in which we may use and disclose health information about you. It also describes your rights and certain obligations we have regarding the use and disclosure of your health information.

We are required by the Health Insurance Portability and Accountability Act (HIPAA) to: (i) make sure your health information is protected; (ii) give you this Notice describing our legal duties and privacy practices with respect to your health information; (iii) explain your rights; and (iv) follow the terms of the Notice that is currently in effect.

The privacy practices described in this Notice will be followed by your provider at Equilibrium Mental Health PLLC. Additionally, third parties (“business associates”) that provide services on our behalf will be required to comply with all applicable provisions.

**How We May Use and Disclose Health Information About You**

The following sections describe different ways we may use and disclose your health information. We abide by all applicable laws related to the protection of this information. Not every use or disclosure is listed. All of the ways we are permitted to use and disclose health information, however, will fall within one of the following categories:

**Treatment**

We may use or disclose health information about you to provide you with medical treatment or services. For example, other staff members involved in your care will use your health information to coordinate your care or to plan a course of treatment for you. This may include sharing your health information with other health care providers, agencies, or facilities to provide – for example - lab work, referrals, or coordination of care.

**Payment**

We may use and disclose health information about you so that the treatment and services you receive may be billed to you and payment collected from you, an insurance company or another third party. For example, we may need to give information to your health insurance company about care you receive so your health insurance company will pay us or reimburse you for your visits.

**Health care operations**

We may use and disclose health information about you for health care operations. These uses and disclosures are made to enhance quality of care, and general business activities. For example, we may disclose your health information to ensure we are complying with all applicable laws.

### **Additional uses and disclosures of your health information**

We may use or disclose your health information without your authorization permission to the following individuals or entities, or for other purposes permitted or required by law, including:

- As required by state or federal law. For example, to report abuse or certain types of injuries, or to comply with a court order.
- In the event of a disaster, to organizations assisting in a disaster relief effort so that your family can be notified of your condition and location.
- To prevent or lessen a serious and imminent threat to your health and safety or the health and safety of the public or another person.
- To coroners, medical examiners, and funeral directors, as authorized or required by law as necessary for them to carry out their duties.
- To your employer for workers' compensation or similar programs providing benefits for work-related injuries or illnesses.
- If you are a potential organ donor, to organizations that handle organ procurement or transplantation or to an organ bank.
- To a correctional institution as authorized or required by law if you are an inmate or under the custody of law enforcement officials.
- For public health purposes. For example, to report adverse adverse events (or similar activities with respect to food or dietary supplements), product defects, or other problems.
- Unless you say no, to anyone involved in your care or payment for your care, such as a friend, family member, or any individual you identify.

### **Other uses of health information**

Other uses and disclosures of health information not covered by this Notice will be made only with your written authorization.

### **Use of unsecure electronic communications**

If you choose to communicate with us via unsecure electronic communications, such as regular email or text message, we may respond to you in the same manner in which the communication was received and to the same email address or account from which you sent your original communication.

In addition, if you provide your email address or cell phone number to a health care provider, we may send you emails or text messages related to appointment reminders, surveys, or other general informational communications. For your convenience, these messages may be sent unencrypted.

Before using or agreeing to use of any unsecure electronic communication to communicate with us, note that there are certain risks, such as interception by others, misaddressed/misdirected messages, shared accounts, messages forwarded to others, or messages stored on unsecured, portable electronic devices.

By choosing to correspond with us via unsecure electronic communication, you are acknowledging and agreeing to accept these risks. Additionally, you should understand that the use of email or other electronic communications is not intended to be a substitute for professional medical advice, diagnosis, or treatment.

### **Texting Policy**

Equilibrium Mental Health PLLC (“we,” “us,” “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how Equilibrium Mental Health PLLC collects and uses information about you when you opt-in to receive SMS messages from us.

### **Information We Collect**

When you opt-in to receive SMS messages, we collect:

- Your phone number
- Consent to send SMS messages
- Your email address
- Your basic contact information
- Your messaging history

### **How We Collect Your Information**

We may collect your information directly from you, such as when you complete a form or contact us; or from others, such as when we receive information about you from third parties.

### **How We Use Your Information**

We use your information to:

- Send you the SMS messages you’ve opted in to receive
- Provide updates, or other relevant content based on your preferences
- Choices and Controls
- To operate our business

### **Disclosures of Your Information**

We may disclose your information to our affiliated companies; to third party service providers, business advisors, or consultants who provide services to us; in connection with a merger, acquisition, reorganization, restructuring, financing transaction, or sale of assets; as required by law or administrative order; to assert claims or rights or to defend against claims.

We do not share your personal information, phone number, or SMS consent opt-in data with third parties or affiliates for marketing or promotional purposes.

### **Protection of Information**

We take steps to protect your information against unauthorized use or disclosure.

### **Updates**

We may periodically update this privacy policy. If we make material changes that have a substantive and adverse impact on your privacy, we will provide notice on this website before the change becomes effective. We encourage you to periodically review this page for the latest information about our privacy practices.

### **How to Contact Us**

You can reach us by texting the word HELP for support to 480-616-9560. You may also contact us directly at [suzanne@equilibriummh.com](mailto:suzanne@equilibriummh.com).

### **Your Rights Regarding Your Health Information**

You have the following rights regarding the health information we maintain about you:

#### **Right to Access and Copy**

You have the right to request access to and obtain a copy of your health information, except for psychotherapy notes and information pertaining to an ongoing clinical research trial.

You can request copies of your health information in the format of your choice. To access or request a copy of your health information, please contact our Privacy Officer at the address provided at the end of this Notice. We reserve the right, under limited circumstances, to deny access to your health information, and if so, to provide you with a written explanation for the denial, as well as your right to appeal that decision.

We may impose a reasonable fee to cover the costs of creating copies of health information. We are required to notify you in writing of any anticipated fees prior to sending the requested information, if the requested health information will be delayed for any reason, or if the requested health information cannot be provided in the format requested.

#### **Right to Amend**

If you feel your health information is incorrect or incomplete, you have the right to request we amend your health information for as long as the information is kept by or for us. To request an amendment to your health information, please contact our Privacy Officer at the address provided at the end of this Notice.

You must provide a reason to support your request for an amendment; and, under limited circumstances, we may deny your request. If your request is denied, we must provide an explanation why it was denied.

#### **Right to an Accounting of Disclosures**

You have the right to request an "accounting of disclosures," which lists how we have disclosed your health information. The list will not include certain disclosures, such as health information used or disclosed for your treatment, payment, or health care operations, or disclosures made with your authorization.

To request an accounting of disclosures, please contact our Privacy Officer at the address provided at the end of this Notice. Your request must include a time period of disclosures within the last six years. One request within a 12-month period will be free of charge. We may charge a reasonable fee for subsequent requests.

### **Right to Request Restrictions**

You have the right to request restrictions on what health information we use or disclose for treatment, payment, or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care, such as a family member or friend.

To request restrictions on your health information, please contact our Privacy Officer at the address provided at the end of this Notice. We are not required to agree to your restriction request. If agreed, we will comply with your request unless restricted information is needed to provide you with emergency treatment.

### **Right to Request Alternative Communications**

You have the right to request we communicate with you about medical matters or your health information in an alternative manner or location. To request alternative communication methods, please contact our Privacy Officer at the address provided at the end of this Notice. Your request must specify how you wish to be contacted. We will not ask the reason for your request, and will accommodate all reasonable requests.

### **Right to Notice in the Event of a Breach**

You have the right to be notified when your health information has been acquired, accessed, used, or disclosed in a manner that is not legally permitted, and where we determine your health information has been potentially compromised (referred to as a "breach"). If a breach of your health information occurs, you will be notified of the breach in writing within 60 days of when the breach was discovered.

### **Right to a Paper Copy of this Notice**

You have the right to a paper copy of this Notice of Privacy Practices at any time. You may also obtain a copy of this Notice by visiting [www.equilibriummh.com](http://www.equilibriummh.com) or by contacting our Privacy Officer at the address provided at the end of this Notice.

### **Complaints**

If you believe your privacy rights have been violated, that your health information has been improperly accessed, used, or disclosed or have concerns about our privacy practices, please contact our Privacy Officer at the address provided at the end of this Notice. You also have the right to file a complaint with the Secretary of the Department of Health and Human Services. You will not be penalized for filing a complaint.

**Changes to the Terms of This Notice**

We can change the terms of this Notice, and the changes will apply to all information we have about you. The new Notice will be available upon request, in our facility, and on our web site.

**Contact Information**

If you have any questions about this Notice or our privacy practices, or you wish to exercise your HIPAA rights or make a complaint, please contact our Privacy Officer.

Suzanne Shadix

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Ste 217, Scottsdale, AZ, 85260

480-616-9560

suzanne@equilibriummh.com

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