

East Haven Counseling & Community Services

CONFIDENTIALITY EXCEPTIONS

All employees of East Haven Counseling & Community Services, or EHCCS, have a responsibility to maintain the confidentiality of any personal information in possession of and/or disclosed to EHCCS. This is not only a federal and state requirement, but also employees' obligation to all of its present and former clients.

Confidential information means any information used or obtained by EHCCS in its treatment of clients and overall operations. It specifically means, but is not limited to, any personally identifiable information related to a client's physical or mental condition, mental history or medical treatment, names, addresses, photos, diagnoses, Social Security and other patient numbers, and any other identifiable information that can be traced back to someone.

Employees will only use or disclose confidential information about clients or fellow employees in strict accordance with the policies of EHCCS and the Health Insurance Portability Accountability Act, or HIPAA.

THERE ARE ONLY THREE OCCASIONS WHEN EHCCS WILL KNOWINGLY BREAK YOUR CONFIDENTIALITY WITH OR WITHOUT YOUR CONSENT. THESE ARE SITUATIONS THAT INVOLVE SAFETY AND REPORTING:

1. Our primary obligation is to keep you safe. If you talk about having a plan to hurt yourself or another person, we will do everything in our power to prevent you from doing that, including arranging for you to be involuntarily hospitalized.
2. If you tell us about a child or an elderly person who is being abused and/or neglected, we are mandated by law to report this information to the state Department of Children and Families and/or the state Department of Aging and Disability Services. We will encourage you to make the call with our support or to be in the room when we make the call.
3. Both BH care and the state Department of Mental Health and Addiction Services, or DMHAS, require us to participate in a Quality Assurance program, which requires EHCCS to provide information to DMHAS and BH care to ensure we are providing quality services and to make sure the money they give us is being used to address the needs of our clients. BH care reviews our records quarterly, and we send demographic and treatment information to DMHAS. Additionally, because we are a licensed agency, our records can be audited and your information will be reviewed by an auditor. In all these cases, everyone involved has to follow the rules of confidentiality and not disclose anything about you unless you have given authorization.