

EFR protects the identity and confidential records of each client as required by its professional, ethical standards, Iowa state law, and the federal laws of the Health Information Portability and Accountability Act (HIPAA) and 42CFR, Part 2. In most cases, EFR will not disclose information about you and your involvement with EFR's counseling and treatment services verbally or in writing unless you provide signed, written authorization. Exceptions may include:

- Court order
- A threat of harm to yourself or others requires us to ensure your safety or the safety of others
- Actual or suspected child or dependent adult abuse or neglect requires a report to child/adult protective services
- A licensing or accrediting body requiring case auditing for program evaluation

In these or other situations where we may or must disclose information without your consent, we will inform you of our intent to disclose the information, when possible, and we will disclose the least amount of information needed for the situation.

### Minors

Confidentiality is crucial for everyone receiving counseling services, regardless of age. Without trusting that their sessions are private, children and adolescents will feel less safe and will be less likely to open up with the counselor. Parents and guardians are encouraged to talk with their child's provider about the ways that the counselor must legally protect confidentiality, in accordance with state and federal regulations. Parents and guardians can be assured that provider will keep you informed of important information and that you will be included as an essential part of your child's treatment.

### Additional Rights Related to your Confidential Information

You have the right to:

- Review and receive a copy of your records
- Request limits to how your information can be used and disclosed
- Identify the means by which we may communicate with you
- Receive a list of all disclosures that have been made by EFR
- Request to amend your records

### Notice of Privacy Practices

In addition to this document you will be provided the opportunity to obtain a copy of EFR's full Notice of Privacy Practices prior to your first therapy appointment. You may access the document at [www.efr.org](http://www.efr.org) or contact:

Employee & Family Resources  
505 Fifth Avenue, Suite 600  
Des Moines, IA 50309  
515.244.6069

If you believe that your confidentiality has been violated, you may report this to EFR's Privacy Officer who will investigate and provide you a formal, written response:

Privacy Officer  
Employee & Family Resources  
505 Fifth Avenue, Suite 600  
Des Moines, IA 50309

Or:

U.S. Department of Health and Human Services, Office for Civil Rights  
200 Independence Avenue, S.W., Room 509F, HHH Building  
Washington, D.C. 20201  
(800) 368-1019  
[www.hhs.gov/ocr/privacy/hipaa/complaints/index.html](http://www.hhs.gov/ocr/privacy/hipaa/complaints/index.html)