

Notice of Information Practices and Privacy Statement

Rain Counseling, LLC
www.raincounseling.com
(512) 522-1898

How We Collect Information About You: Rain Counseling, LLC and its employees collect data through a variety of means including but not necessarily limited to intake paperwork, letters, phone calls, emails, voice mails, insurance companies, and anyone you give us consent to speak with.

What We Do Not Do With Your Information: Your medical information, including but not limited to intake paperwork, letters, phone calls, emails and voicemails, is held in strictest confidence. We do not give out, exchange, barter, rent, sell, lend, or disseminate any information about clients that is considered patient confidential, is restricted by law, or has been specifically restricted by a patient/client in a signed HIPAA consent form.

How We Do Use Your Information: Information is only used as is reasonably necessary to provide you with counseling services which may require communication between Rain Counseling, LLC and health care providers, insurance companies, and other providers necessary to: verify your medical information is accurate; determine the type of health care services you need; or to discuss care with other providers you may be seeing.

If you are receiving or are attempting to receive counseling through us and provide information with the intent or purpose of fraud or that results in either an actual crime of fraud for any reason including willful or un-willful acts of negligence whether intended or not, or in any way demonstrates or indicates attempted fraud, your non-medical information can be given to legal authorities including police, investigators, courts, and/or attorneys or other legal professionals, as well as any other information as permitted by law.

Your Rights to Your Medical Information: You have the right to copies of your medical record. We may charge a fee to provide you with copies. We have the right to withhold medical information if we believe it to be necessary for treatment. You have a right to ask us to limit the information we share. You have the right to receive copies of the Informed Consent and Privacy Practices.

Complaints: If at any time you feel we have violated your privacy, you may complain to: Texas State Board of Examiners of Professional Counselors at (512) 305-7700, Tennessee State Board for Licensed Professional Counselors at (615) 741-5735, or Colorado State Board of Licensed Professional Counselor Examiners at (303) 894-7800. We will not retaliate against you for making a complaint.

If at any time we feel you are a threat to yourself or someone else, or if someone is hurting you, we are required to report this by law.