



3900 WEST BROWN DEER ROAD, SUITE 200
BROWN DEER, WI 53209
PHONE: 414.540.2170 • FAX: 414.540.2171
WWW.SHOREHAVENBHI.COM

NOTICE OF PRIVACY PRACTICES AND POLICIES

Effective Date: October 4, 2025

INTRODUCTION

Shorehaven Behavioral Health, Inc, ("the Clinic") is committed to protecting the privacy and confidentiality of your personal health information. The **Shorehaven HIPAA Privacy Notice** document spells out privacy rights, responsibilities, and practice under HIPAA (Health Insurance Portability and Accountability Act).

This Notice of Privacy Practices has some information that is in addition to the Shorehaven HIPPA Privacy Notice.

SPECIAL PROTECTIONS FOR CERTAIN INFORMATION

Certain types of information have additional protections under Wisconsin and federal law:

Psychotherapy Notes. The details of these notes are in our HIPAA Privacy Notes. Psychotherapy notes are maintained separately from your clinical record receive heightened protection. We will obtain a separate written authorization before releasing psychotherapy notes, except for:

- Use by the originator of the notes
- Training for mental health professionals
- Defense of a legal action brought by you
- Oversight activities required by law

These notes are not subject to record retention rules regarding length of time before documents are disposed of.

HIV/AIDS Information. Wisconsin law (Wis. Stat. § 252.15) provides special protections for HIV/AIDS-related information. We will obtain your specific written authorization before releasing any HIV/AIDS test results or related information.

Substance Abuse Treatment Information. If you are receiving treatment for

substance abuse, federal regulations (42 C.F.R. Part 2) provide additional protections. We must obtain your written consent before disclosing information that identifies you as having or being treated for a substance use disorder, except in limited circumstances permitted by federal law.

Safeguard Your Information. We are committed to protecting your PHI through reasonable administrative, physical, and technical safeguards:

Administrative Safeguards

- Training all staff on privacy and security requirements
- Implementing policies and procedures to protect PHI
- Conducting regular security risk assessments
- Limiting access to PHI on a "need-to-know" basis
- Maintaining written business associate agreements with vendors who handle PHI

Physical Safeguards

- Securing paper records in locked room
- Controlling facility access
- Implementing workstation security measures
- Ensuring proper disposal of PHI (shredding)
- Not leaving records unattended in areas accessible to unauthorized persons

Technical Safeguards

- Encrypting electronic PHI in transit and at rest
- Implementing secure user authentication
- Maintaining logs of access to electronic records
- Using secure, HIPAA-compliant communication methods
- Regularly updating security software and systems

Electronic Communications

- Email and text messaging carry some security risks as your email or text provider may not have the same level of security as a HIPAA facility
- We will obtain your written consent before communicating with you via email or text
- We use encrypted, secure messaging systems when possible
- You may opt out of electronic communications at any time

Telehealth Services

- When providing services via telehealth, we use HIPAA-compliant video platforms
- You have the right to refuse telehealth services

PRIVACY OFFICER AND CONTACT INFORMATION

Our Privacy Officer is responsible for implementing and overseeing our privacy practices.

Privacy Officer: Lynn Godec

Address: 3900 W. Brown Deer Rd, Suite 200, Brown Deer, WI 53209

Phone: 413-540-2170 x 256

Email: lgodec@shorehavenbhi.com

If you have questions about this notice or our privacy practices, please contact our Privacy Officer.

YOUR RESPONSIBILITIES

To help us protect your privacy:

- Review our notices carefully
- Ask questions if anything is unclear
- Inform us of any changes to your contact information
- Let us know your communication preferences
- Notify us immediately if you believe your privacy has been violated
- Keep your appointment times and treatment information confidential when possible

CHANGES TO PRIVACY NOTICES

We reserve the right to change our privacy notices and make the new notice effective for all PHI we maintain, including information created or received before the change. If we make material changes to our privacy practices

- We will post the revised notice on our website
- We will provide you with a copy of the revised notice at your next appointment or by email
- We will make copies available upon request

The current version of this notice will always be available on our website and at our office.

HOW TO FILE A COMPLAINT

Remember, there are a number of circumstances in which we may or may be required to make disclosures without your consent.

However, if you believe your privacy rights have been violated, you have the right to file a complaint. We will not retaliate against you for filing a complaint.

You may file a complaint with our privacy officer.

Federal and state offices may receive complaints.

U.S. Department of Health and Human Services

Office for Civil Rights

200 Independence Avenue, S.W.

Washington, D.C. 20201

Phone: 1-877-696-6775

Website: www.hhs.gov/ocr/privacy/hipaa/complaints/

Wisconsin Department of Safety and Professional Services:

[For complaints related to individual clinician professional conduct, not for practices of the clinic]

4822 Madison Yards Way

Madison, WI 53705

Phone: (608) 266-2112

Wisconsin Department of Health Services

[For complaints about treatment or services]

1 West Wilson Street

Madison, WI 53703

Phone: (608) 266-1865

ADDITIONAL RESOURCES

For more information about your privacy rights:

- U.S. Department of Health and Human Services: www.hhs.gov/hipaa

- Wisconsin Department of Health Services Client Rights:

www.dhs.wisconsin.gov/clientrights

- National Alliance on Mental Illness (NAMI) Wisconsin: www.namiwisconsin.org

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