



## **SUMMATION OF RELIANCE TREATMENT CENTER OF STATESBORO (RTCS ) PATIENT CONFIDENTIALITY POLICIES**

**It is the policy of Reliance Treatment Center of Statesboro to protect the confidentiality of its patients.**

**There are five circumstances that require RTCS staff to release patient information:**

- 1) If the patient signs a release of information for an individual or entity requesting their treatment information. The release of information must specifically indicate what information can be released. A general release of information that would allow the individual or entity free access to the patient's records is not acceptable.**
- 2) If the RTCS staff is court ordered to release a patient's treatment information, we will be legally obligated to comply. It is important to note that in the twelve years the clinic has been open we have never been court ordered to release a patient's treatment information.**
- 3) In cases of suspected child abuse and/or neglect, by Georgia State law, the RTCS staff are required to report their suspicions to the Department of Family and Children's Services and to cooperate with the investigation of the suspected abuse and/or neglect.**
- 4) If a patient has been party to the commission of a crime, the patient forfeits their confidentiality rights. The RTCS staff is required by law to cooperate with the investigation of a crime committed by a patient. Only information having a direct bearing on the investigation will be released.**
- 5) If a patient is hospitalized or in a life-threatening situation, we will coordinate care with the medical professionals supplying treatment. We will only release the treatment information needed to allow the patient to receive the highest quality care.**

**Unless court ordered to do so, or otherwise legally obligated, patient information will not be shared with any individual or entity unless the patient has either provided written consent, the clinic staff is court ordered to release patient information, the clinic staff is otherwise legally obligated to release a patient's treatment information, or disclosure is made to medical personnel in a medical emergency or to qualified personnel to conduct an audit or program evaluation.**

**All RTCS employees and others associated with the clinic are responsible for maintaining confidentiality for those who are, or have been, in treatment with the clinic. RTCS patients are expected to maintain the confidentiality of other patients to include other patients' participation in treatment.**

**The clinic's policies regarding confidentiality will be communicated to all present and future employees, patients, and others associated with the clinic. If an RTCS staff member violates the clinic's policies regarding confidentiality such violations will be grounds for disciplinary action and possible dismissal from employment.**

**All clinic staff members, patients, and others associated with the clinic, are urged to report any potential violations of a patient's confidentiality to the clinic staff. Failure to protect patient confidentiality is a serious violation of clinic policy and all reports will be thoroughly investigated and appropriate action will be taken.**

**The information disclosed by patients to the RTCS staff is confidential but occasionally patient information will be shared with other staff members who have the need to know due to their direct involvement in patient treatment. Also, as required by State and Federal regulations, documentation regarding counseling, medication, and other patient information will be maintained in the clinic's electronic medical records system and/or in paper charts. The RTCS staff will not reveal confidential communications or information with any individual who is not an RTCS staff member or others who have a legal right to access patient records.**

**Patient records will not be reviewed by any unauthorized individuals.**

**State and Federal regulations do not protect information concerning crimes committed by an RTCS patient or any threat to commit a crime.**

**The RTCS staff are mandatory reporters of possible child abuse and/or neglect. State regulations do not protect information concerning suspected child abuse and/or neglect from being reported.**

## **COMPLAINTS CONCERNING CONFIDENTIALITY VIOLATIONS**

If you believe that your privacy rights as described in this Notice have been violated, you may file a complaint with the clinic at the following address or phone number:

**Reliance Treatment Center of Statesboro**

**Attention: Clinic Administrator**

**201 Donehoo Street**

**Statesboro, GA 30458**

**Phone: (912) 489 7827**

**FAX: (912) 225 3791**

To file a complaint, you may either call or send a written letter. The clinic will not retaliate against any individual who files a complaint. You may also file a complaint by calling (404) 651-6316 which is the phone number for the State of Georgia, Office of Regulatory Services, Complaint Department, or by calling the Georgia Secretary of the Department of Health and Human Services at (877) 423-4746.

In addition, if you have any questions about this Confidentiality Notice, please contact the Clinic Administrator at the address or phone number listed above.