

CLIENT RIGHTS

Clients of The Bridge Youth and Family Services have the following rights under Illinois and federal law.

Access to Record: Clients 12 years of age or older are entitled to inspect the record generated by Bridge staff. Parents may inspect the records of their minor child unless a child 12 or older objects to this inspection.

Release of Record: Parents may consent in writing to release records to others. This could include employers, health care providers, or other agencies they wish to have knowledge of the services provided. Children 12 and over must concur with the release. If you choose to access health insurance to pay for services, information must be released to the insurance company.

Amending the Record: If parents or children believe that something in the record is incorrect or incomplete, they may prepare a written statement that will be added to the record.

Questions or Grievances:
If you have questions that cannot be answered by your counselor/Bridge staff member, or want to express a grievance about services provided, please call Program Manager Heather Mlynek at 847.485.3091.

The Bridge Youth and Family Services

721 S. Quentin Rd., Palatine IL 60067
(847)359-7490 fax(847)359-7525

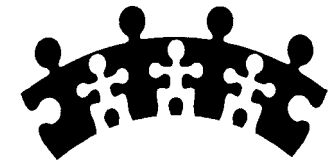
1585 N. Rand Rd., Palatine IL 60067
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THE BRIDGE YOUTH AND FAMILY SERVICES

Notice of Privacy Practices



THE BRIDGE
YOUTH & FAMILY SERVICES

This notice describes how information about you may be used and disclosed and how you can access this information.

We respect client confidentiality. We only release information about you in accordance with Illinois and federal law. Most disclosures occur with written consent of parents for children under 12 and consent of both child and parent(s) for children 12 and older.

PRIVACY CONTACT:

If you have any questions about this statement or your rights as a client of The Bridge, contact Program Manager Heather Mlynek at 847.485.3091.

INFORMATION DISCLOSED WITHOUT YOUR CONSENT

Under Illinois and federal law, information about you may be disclosed without your consent in the following circumstances:

Emergencies: Sufficient information may be shared to address the immediate emergency you are facing.

Follow Up Appointments/Care: We will be contacting you to remind you of future appointments, information about treatment alternatives, other health-related benefits, and services that may be of interest to you. We will leave appointment information on your answering machine unless you tell us to not leave such messages.

As Required by Law: This would include situations where we have a court order, or are mandated to provide public health information. All Bridge staff are mandated reporters of suspected child abuse or neglect.

Coroners: We are required to disclose information about the circumstances of a death to an investigating coroner.

Government Requirements: We may disclose information to a health oversight agency as authorized by law, for audits, investigations, inspections and licensure, etc. We are also required to share information, if requested with the U.S. Department of Health and Human Services to determine our compliance with federal laws related to health care. We must share information with Illinois state agencies that fund our services.

Criminal Activity or Danger to Others: If a crime is committed on our premises or against our personnel we may share information with law enforcement to apprehend the criminal. We also have the right to involve law enforcement when we believe someone to be in immediate danger.

Fundraising: As a charitable provider of social services we need to raise money to carry out our mission. We may contact you to seek a donation.

Treatment and Operations: Within The Bridge staff, information may be shared to plan, monitor, and supervise your treatment.