

Listening Heart Mental Health Services

Notice of Privacy Practices

Effective date: October 6, 2026

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

This notice applies to health information maintained by Listening Heart Mental Health Services.

Your privacy rights

Access your records. You may request to inspect or receive a paper or electronic copy of your records, subject to limited legal exceptions. We generally respond within 30 days, or sooner when required by law. A reasonable, cost-based copying fee may apply. We will explain any denial and available review rights.

Request corrections. You may ask us to amend inaccurate or incomplete information. If we deny your request, we will explain why in writing, generally within 60 days, and explain how you may disagree.

Request confidential communication. You may ask us to contact you at a particular address or telephone number or by another reasonable method. We will accommodate reasonable requests.

Request limits on sharing. You may ask us to restrict information used or shared for treatment, payment, or operations. We generally do not have to agree. If you pay in full out of pocket for a service and ask us not to share information about that service with your health plan for payment or operations, we will comply unless disclosure is required by law.

Request a disclosure list. You may request an accounting of certain disclosures during the preceding six years. Disclosures for treatment, payment, operations, and certain other purposes are excluded. One accounting per 12 months is free. We will tell you about any permitted fee for additional requests.

Receive a copy and use a representative. You may request a paper copy of this notice, even if you received it electronically. A verified, legally authorized representative may exercise your rights on your behalf.

Questions, requests, and complaints. Contact the privacy contact below by telephone or in writing to exercise your rights, get help with a request, or submit a privacy complaint. You may also complain to the U.S. Department of Health and Human Services Office for Civil Rights at www.hhs.gov/hipaa/filing-a-complaint/ or 1-877-696-6775. We will not retaliate against you.

Privacy contact

Privacy Officer, Listening Heart Mental Health Services

Business phone: 774-220-8653

Secure contact: Message us through your secure patient portal.

How your information may be used or shared

Treatment. We may use and share information to evaluate, treat, and coordinate your care—for example, with another clinician treating you—when permitted by law.

Payment. We may use and share information to verify coverage, bill for services, and obtain payment—for example, by submitting a claim to your health plan.

Practice operations. We may use information to manage Listening Heart Mental Health Services, improve care, and send appointment reminders. Service providers, such as billing or recordkeeping vendors, must protect information under applicable laws and agreements.

People involved in your care. You may tell us whether we may share relevant information with family, friends, or others involved in your care or payment. If you cannot express a preference, we may share information in your best interest when legally permitted.

Other disclosures. We may use or share information for the purposes below only when applicable legal conditions are met. Stronger confidentiality protections still apply.

- Public health and safety: disease reporting, medication reactions, suspected abuse or neglect, disaster relief, or preventing a serious threat to health or safety.
- Oversight and legal matters: health oversight audits or investigations, workers' compensation, authorized law enforcement or government functions, and court or other legal proceedings. A subpoena alone may not be sufficient to release protected mental health records.
- Other legally permitted purposes: research with required safeguards; organ donation; and authorized activities of coroners, medical examiners, or funeral directors. We must also disclose information when law requires, including to HHS for privacy compliance reviews.

When written permission is needed

We obtain written authorization for uses or disclosures that require it, including most uses or disclosures of separately maintained psychotherapy notes, marketing requiring authorization, and sale of health information. Other uses or disclosures not described in this notice require written authorization. You may revoke an authorization in writing, except to the extent we have already relied on it.

Massachusetts confidentiality protections. We follow Massachusetts laws that provide additional protections for mental health and other sensitive information. We obtain written permission before sharing information when those laws require it, including protected mental health communications in legal proceedings. Exceptions may apply, such as legally required abuse or neglect reporting, certain serious safety threats, or a legally sufficient court order. A request or subpoena alone does not automatically permit disclosure. HIV testing information, genetic information, and certain sexually transmitted disease records have additional consent requirements, subject to legal exceptions.

Substance use disorder records. If we receive records protected by 42 CFR Part 2, their use or sharing must be supported by the applicable consent or a specific legal exception. When received under consent for treatment, payment, and health care operations, we may further use or share them as permitted by HIPAA and Part 2, subject to stricter applicable law. You may revoke consent in writing, except for actions already taken in reliance on it. These records, or testimony about their contents, cannot be used or disclosed in civil, criminal, administrative, or legislative investigations or proceedings against you without written consent or a qualifying court order after notice and an opportunity for you or the record holder to be heard. The order must be accompanied by a subpoena or other legal requirement compelling disclosure.

Our responsibilities

We are required by law to maintain the privacy of your protected health information, give you this notice of our legal duties and privacy practices, and notify you following a breach of unsecured protected health information as required by law. We must follow the terms of the notice currently in effect. We may revise this notice and apply revised terms to information already held. A revised notice will be available on request and on our patient-services website.