



**Better Solutions**  
**Counseling Center**

**HIPAA – Patient Right and Responsibilities**

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It is the policy of Better Solutions Counseling Center (BSCC) that our staff will preserve the integrity and confidentiality of protected health information (PHI) of all of our clients.

BSCC patients/clients rights and responsibilities:

- Patients/clients have the right to copies of their health records.
- Patients/clients have the right to have corrections added to their PHI.
- Patients/clients have the responsibility to provide complete and accurate information for their PHI.
- Patients/clients have the right to receive noticed regarding how and why their PHI is used or shared.
- Patients/ clients have the right and the responsibility to file complaints with BSCC, health insurers or US government agencies should they believe their rights have been infringed upon.

At BSCC we will:

- Continuously strive to protect and safe guard every patient/client's PHI.
- Maintain all patient/client files and provide copies of information upon written request by said patient/client.
- Share PHI only as allowed by consent or as directed by law.