

WILLAMETTE WELLNESS CENTER
NOTICE OF PRIVACY PRACTICES

Updated 9/16/2026

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, HOW YOU CAN GET ACCESS TO THIS INFORMATION, AND YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION. PLEASE REVIEW IT CAREFULLY.

I. OUR COMMITMENT REGARDING HEALTH INFORMATION

Willamette Wellness Center ("WWC," "we," "us," or "our") understands that information about your health and mental health care is personal. We are committed to protecting your Protected Health Information ("PHI"). We create and maintain records of the care and services you receive. This Notice applies to health records created or maintained by WWC and explains how we may use and disclose your PHI, your rights regarding your PHI, and our legal responsibilities.

WWC is required by law to maintain the privacy and security of your PHI, provide you with this Notice of our legal duties and privacy practices, and follow the terms of the Notice currently in effect. We may change this Notice as permitted by law. The current Notice will be available upon request, at our office, and on our website.

Oregon / Federal Reference: OAR 309-019-0135 requires a Notice of Privacy Practices to be offered as part of written program information prior to or at the start of outpatient behavioral health treatment. OAR 309-019-0110 requires provider confidentiality policies consistent with HIPAA, 42 CFR Part 2 when applicable, and Oregon confidentiality law, including ORS 179.505.

II. HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU

The categories below describe common uses and disclosures of PHI. Not every possible use or disclosure is listed. We will use and disclose information only as permitted or required by applicable state and federal law.

Treatment

We may use or disclose your PHI to provide, coordinate, or manage your care. For example, your clinician may consult with another health care provider involved in your treatment when the disclosure is permitted by law.

Payment

We may use and disclose PHI as permitted by law to verify eligibility or benefits, obtain authorization, bill insurance, submit or manage claims, respond to payment-related requests, and collect payment for services.

Health Care Operations

We may use and disclose PHI as permitted by law for WWC operations, including clinical supervision, training, quality improvement, audits, licensing, credentialing, compliance, accreditation, and administrative activities.

Legal Proceedings and Disputes

We may disclose PHI in response to a court or administrative order or other lawful process when the disclosure is permitted or required by applicable law and any required safeguards have been met.

Oregon / Federal Reference: ORS 179.505 governs confidentiality and disclosure of written accounts for covered Oregon behavioral health services and contains specific exceptions and authorization requirements. OAR 309-019-0110 and OAR 309-019-0135 also incorporate confidentiality requirements for outpatient behavioral health providers.

III. CERTAIN USES AND DISCLOSURES REQUIRE YOUR AUTHORIZATION

Psychotherapy Notes

Psychotherapy notes receive special protection under federal and Oregon law. When WWC maintains psychotherapy notes as that term is defined by law, we generally will obtain your written authorization before using or disclosing them, except when a use or disclosure is specifically permitted or required by law.

Oregon / Federal Reference: 45 CFR 164.501 and 164.508; ORS 179.505, including provisions addressing psychotherapy notes.

Substance Use Disorder Records (42 CFR Part 2)

Certain records concerning substance use disorder diagnosis, treatment, or referral for treatment may be protected by 42 CFR Part 2. When WWC creates, receives, or maintains records protected by Part 2, we will use and disclose those records only as permitted by applicable federal law. Part 2 also places special limits on the use of protected records in civil, criminal, administrative, or legislative proceedings against a patient.

The federal rules governing Part 2 changed in 2024, with updated privacy-notice requirements applicable in 2026. This Notice is intended to describe WWC's responsibilities for Part 2 records when those protections apply; it does not state that every WWC record or every substance-use-related entry in a mental health record is a Part 2 record.

Oregon / Federal Reference: 42 CFR Part 2, when applicable; 45 CFR 164.520. HHS revised its model HIPAA Notice of Privacy Practices in February 2026 to incorporate required information concerning Part 2 records held by HIPAA covered entities.

Marketing and Sale of PHI

WWC will obtain your written authorization before using or disclosing PHI for marketing when authorization is required by law. WWC does not sell your PHI. Other uses and disclosures not described in this Notice will be made only with your written authorization unless otherwise permitted or required by law. You may revoke an authorization in writing, except to the extent WWC has already acted in reliance on it.

IV. USES AND DISCLOSURES THAT MAY NOT REQUIRE YOUR AUTHORIZATION

Subject to applicable state and federal law, WWC may use or disclose PHI without your written authorization in circumstances that include:

- When required by state or federal law;
- Public health activities and legally required reports of suspected abuse or neglect;
- When permitted by law to prevent or lessen a serious and imminent threat to health or safety;
- Health oversight activities, including authorized audits or investigations;
- Judicial or administrative proceedings when legally authorized;
- Law enforcement purposes when legally authorized;
- Coroners or medical examiners performing authorized duties;
- Research activities that satisfy applicable legal requirements;
- Specialized government functions, including certain military, national security, or correctional functions; and
- Workers' compensation matters as permitted or required by law.

Oregon law may provide protections that are more restrictive than HIPAA. When a more protective Oregon or federal confidentiality rule applies, WWC will follow the more protective requirement.

Oregon / Federal Reference: OAR 309-019-0110; ORS 179.505; applicable Oregon health-information privacy law; HIPAA; and 42 CFR Part 2 when applicable.

Appointment Reminders and Health-Related Communications

We may use your PHI to contact you about appointments or other communications related to your care or services. You may request a reasonable alternative method or location for confidential communications.

V. USES AND DISCLOSURES WHERE YOU MAY HAVE AN OPPORTUNITY TO AGREE OR OBJECT

Family, Friends, and Others Involved in Your Care

When permitted by applicable law, and unless you object, we may share limited information with a family member, friend, or other person involved in your care or payment for your care. In an emergency or when you are unable to agree or object, we may make a limited disclosure when permitted by law and based on professional judgment. Oregon mental health confidentiality requirements may limit disclosures that HIPAA would otherwise permit.

Oregon / Federal Reference: ORS 179.505 and applicable HIPAA provisions. WWC will apply Oregon confidentiality requirements when they are more restrictive.

VI. YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

Request Restrictions

You may ask us to limit certain uses or disclosures of your PHI. We are not required to agree to every request. If you pay for a health care service in full out of pocket, you may ask us not to disclose information about that service to your health plan for payment or health care operations, and we will honor the request unless the disclosure is required by law.

Request Confidential Communications

You may request that we contact you in a specific way or at a specific location. We will accommodate reasonable requests.

Access Your Records

You may request access to applicable health and billing records maintained by WWC and may request an electronic or paper copy. Copies of applicable records will be provided upon request, subject to limitations or exceptions permitted by law. Psychotherapy notes and certain other information may be excluded from the HIPAA right of access or subject to separate protections. Oregon law may provide additional access rights.

Oregon / Federal Reference: ORS 179.505 includes access rights for covered written accounts and specific limitations. HIPAA access rights are addressed in 45 CFR 164.524.

Request an Accounting of Disclosures

You may request an accounting of certain disclosures of your PHI made during the six years preceding your request, subject to exclusions and limitations permitted by law.

Request an Amendment

You may request an amendment of PHI that you believe is inaccurate or incomplete. WWC may deny the request in circumstances permitted by law and will provide applicable information about the denial.

Obtain This Notice

You may request a paper or electronic copy of this Notice at any time, including if you previously agreed to receive it electronically.

Personal Representative

A person who has legal authority to act on your behalf may exercise applicable privacy rights for you. WWC may verify that person's legal authority before allowing the person to act as your personal representative.

Oregon / Federal Reference: 45 CFR 164.520 and related HIPAA privacy provisions. Additional behavioral health client rights are described in WWC's separate Individual Rights Policy under OAR 309-019-0115.

VII. BREACH NOTIFICATION

If a breach of unsecured PHI occurs, WWC will notify affected individuals as required by law. When Part 2 records are involved, additional federal breach requirements may apply.

Oregon / Federal Reference: HIPAA Breach Notification Rule; 42 CFR Part 2 when applicable.

VIII. QUESTIONS AND PRIVACY COMPLAINTS

If you have questions about this Notice, need help exercising a privacy right, or believe your privacy rights have been violated, you may contact WWC's Privacy Contact. You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. WWC will not retaliate against you for filing a complaint or exercising a privacy right.

Willamette Wellness Center - Privacy Contact

Phone: 503-404-3637

Email: info@wwcpdx.com

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

WWC's separate Grievance and Appeals Policy addresses grievances concerning behavioral health services. WWC's separate Individual Rights Policy describes additional rights under Oregon outpatient behavioral health rules.

Oregon / Federal Reference: OAR 309-019-0115 (Individual Rights); OAR 309-019-0135 (program information and Notice of Privacy Practices).

IX. ACKNOWLEDGMENT OF RECEIPT

By signing below, you acknowledge that you have received or been offered a copy of this Notice of Privacy Practices. Your signature acknowledges receipt; it does not waive any privacy right.

Client/Guardian Name: _____

Client/Guardian Signature: _____

Date: _____

Willamette Wellness Center | 503-404-3637 | info@wwcpdx.com