

## Notice of Privacy Practices

TruEssence Wellness LLC

Effective Date: 4/1/2025

### Your Rights

As a client, you have the right to:

1. Access Your Records – You may request copies of your health information.
2. Request Corrections – If you find errors in your records, you can ask for corrections.
3. Confidential Communication – You can request how and where we contact you.
4. Restrict Information Sharing – You can ask us not to share certain health details.
5. Receive a Copy of This Notice – You can request a printed or electronic copy.

### Our Responsibilities

- We must protect your health information under the Health Insurance Portability and Accountability Act (HIPAA).
- We will only use or share your information as allowed by law or with your permission.
- We must notify you in the event of a data breach involving your information.

### How We Use Your Information

We may use or share your information in the following ways:

- Treatment– To coordinate care with other providers (with consent).
- Billing & Payment – To process insurance claims or payments.
- Legal & Safety Reasons – If required by law, public health reporting, or to prevent harm.

### Confidentiality in Telehealth Services

- Your telehealth sessions are conducted using HIPAA-compliant platforms to protect your privacy.
- We will not record sessions without your written consent.
- You are encouraged to attend sessions in a private setting to maintain confidentiality.

#### When We May Share Your Information Without Permission

- When required by law (e.g., court orders, mandatory reporting of abuse, or threats of harm).
- To protect public health (e.g., reporting communicable diseases).
- For health oversight activities (e.g., audits, licensing, investigations).

#### Filing a Complaint

If you believe your privacy rights have been violated, you can:

- Contact TruEssence Wellness LLC at 815-416-9011 or [counseling@truessencewellness.org](mailto:counseling@truessencewellness.org)
- File a complaint with the U.S. Department of Health & Human Services at [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).

We will never retaliate against you for filing a complaint.