



Your Information. Your Rights. Our Responsibilities.

As an Ascend client and partner, you have the right to:

- Receive humane care and services, with respect and consideration
- Privacy and confidentiality of your services and medical records
- Be well informed about the services you receive
- Participate actively in decisions regarding your services
- Receive information in a timely, easily understandable way
- Provide feedback and request changes to services
- File a formal grievance with concerns you have about your services
- Be free from discrimination
- A copy of your medical records upon request
- A clear explanation of benefits for your financial responsibility
- Your quality of life

How We Communicate & Use Information

Proactive communication is critical to our successful partnership. We may call, text, mail or e-mail you appointment reminders, insurance, billing and other information related to your services. We will leave a message if we can't reach you.

We may use and share your information for the following purposes:

- Provide you services
- Bill your insurance company for services
- Coordinate care amongst our internal team
- Run our data-driven organization
- Comply with the law
- Conduct research

We will never market nor sell your personal information.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.



- You have the right to inspect and receive a copy of confidential information that may be used to make decisions about your services.
- You have the right to request an amendment of your medical record if there is something you think is incorrect or inaccurate.
- We are a mandated reporter legally required to report any suspicion of child abuse or neglect to the relevant authorities. These laws are in place to prevent children from being abused and to end any possible abuse or neglect at the earliest possible stage.
- We must follow the duties and privacy practices described in this document and give you a copy of it.
- We may amend this agreement periodically; a copy will be available to you.

You may revoke this permission at any time to prohibit future use of information though that revocation may compromise our ability to provide services. By signing below I acknowledge receiving this notice and consenting to services.

Signature of Legal Guardian

Print Name of Legal Guardian

Print Clients' Name

Date