Glendale Haven CMHC

Notice of Privacy Practices

How Glendale Haven CMHC uses and shares health information, your privacy rights, and how to contact the Administrator.

Effective June 14, 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 explains how Glendale Haven CMHC may use and share your protected health information (PHI). It also explains your privacy rights and the program's duties. PHI is information that can identify you and relates to your health, treatment, or payment for care. It may include your assessments, diagnosis, treatment plan, medications, therapy and progress notes, attendance, care coordination, claims, payment information, and telehealth records.

This notice applies to all of Glendale Haven CMHC staff, clinicians, contracted staff, and volunteers who provide services, and the records we create or maintain for those services.

This notice is available to anyone who asks for it. The current notice is posted on the website and in a clear location at each service site. Paper copies are available to take with you.

The notice is provided no later than your first service. Except in an emergency, a good-faith effort is made to obtain your written acknowledgment that you received the notice. If Glendale Haven CMHC cannot obtain it, the program's effort and the reason will be documented.

Signing an acknowledgment only confirms that you received the notice. It does not authorize a use or disclosure, waive a right, or change the care available to you.

Your rights

You have the following rights. Contact the Administrator to ask how to use them.

See or get a copy of your record. You may ask to see or receive an electronic or paper copy of your medical record and other health information Glendale Haven CMHC has about you. Under California law, you are generally permitted inspection during business hours within five working days and transmission of requested copies within 15 days, unless a lawful exception applies. If access is denied, an explanation as to why will be provided in writing, which will also tell you whether the denial may be reviewed.

Ask us to correct your record. You may ask Glendale Haven CMHC to correct information you believe is incorrect or incomplete. This request may be denied, but you will receive an explanation as to why in writing, usually within 60 days.

Ask for confidential contact. You may ask Glendale Haven CMHC to contact you in a specific way or at a different address. The program will agree to reasonable requests.

Ask us to limit what is used or shared. You may ask Glendale Haven CMHC not to use or share certain information for treatment, payment, or health care operations. This request may not be accommodated if the restriction could affect your care or the program's ability to provide services. If this request is met, the restriction will be followed except when the information is needed for emergency treatment or the law requires disclosure.

Limit information sent to your health plan. If you pay in full out of pocket for a service or item, you may ask Glendale Haven CMHC not to share information about it with your health plan for payment or health care operations. This request will be granted unless the law requires that the information is shared.

Get a list of certain disclosures. You may ask for an accounting of certain disclosures made during the six years before your request. The list does not include every disclosure. For example, it usually does not include disclosures for treatment, payment, health care operations, disclosures made to you, or disclosures you authorized.

Get a paper copy of this notice. You may ask for a paper copy at any time, even if you agreed to receive it electronically. We will provide it promptly.

Choose someone to act for you. A personal representative with legal authority, such as an agent under a valid health care power of attorney or a legal guardian, may exercise your rights. Glendale Haven CMHC will verify the person's authority before taking action.

File a complaint. You may complain to the Administrator of Glendale Haven CMHC or to the U.S. Department of Health and Human Services Office for Civil Rights if you believe your privacy rights were violated. You may use the program's grievance process or contact the California Department of Public Health for a complaint about care, safety, client rights, or CMHC program compliance. Glendale Haven CMHC will not retaliate or reduce your services because you filed a complaint or used a privacy right.

Your choices

In the situations below, Glendale Haven CMHC will follow your instructions when the law allows.

Family and others involved in your care. You may tell Glendale Haven CMHC whether information related to your care or payment may be shared with a family member, close friend, caregiver, or another person involved in your care.

Disaster relief. You may tell Glendale Haven CMHC whether information may be shared with a disaster relief organization to help notify family or others about your location or condition.

If you cannot tell Glendale Haven CMHC your preference, such as during an emergency, relevant information may be shared if it is believed to be in your best interest and the law allows it. The information may also be shared when needed to prevent or reduce a serious and imminent threat to health or safety.

Written permission

Glendale Haven CMHC generally needs your written authorization before using or sharing PHI for marketing, selling your PHI, or using or sharing most psychotherapy notes kept separately from your medical record. Glendale Haven CMHC also needs your authorization for uses and disclosures not described in this notice unless the law permits or requires them.

You may revoke an authorization in writing at any time. Your revocation will not affect actions already taken based on the authorization.

Fundraising

If Glendale Haven CMHC contacts you for fundraising, you may request not to be contacted again. If Glendale Haven CMHC proposes using records protected by 42 CFR Part 2 for fundraising, you will be given a clear notice first and a chance to opt out.

How your information is used and shared

HIPAA allows the program to use and share PHI for treatment, payment, and health care operations without a separate authorization. A stricter law may limit what can be shared.

Treatment

Glendale Haven CMHC may use and share your information with professionals who provide or coordinate your care. This may include psychiatrists, therapists, nurses, case managers, pharmacists, laboratories, hospitals, emergency services, and other treating providers.

Example. Your therapist may discuss your symptoms, safety plan, medications, and discharge needs with the PHP or IOP treatment team so the team can coordinate your care.

Payment

Glendale Haven CMHC may use and share your information to confirm coverage, obtain authorization, show medical necessity, bill for services, and collect payment from you, a health plan, or another payer.

Example. Your diagnosis, service dates, level of care, and a clinical summary may be sent to your health plan so it can authorize or pay for services.

Health care operations

Glendale Haven CMHC may use and share your information to run the program and improve care. This includes quality review, care coordination, staff training and supervision, licensing, accreditation, audits, compliance, patient safety, and business planning.

Example. A clinical supervisor may review a record to check documentation quality and improve services.

Other routine activities

Glendale Haven CMHC may use your contact information for appointment reminders, follow-up, care coordination, treatment options, and information about health-related services. We may share PHI with vendors that assist with billing, records systems, secure messaging, legal services, audits, or record destruction. When required, these vendors must sign agreements to protect your information.

Other uses and disclosures allowed or required by law

Glendale Haven CMHC may use or share PHI for the purposes below when the legal requirements are met. A stricter mental health or substance use disorder confidentiality law may limit a disclosure.

Public health and safety. This includes preventing disease, reporting medication reactions or product problems, helping with recalls, reporting suspected abuse, neglect, or domestic violence, and preventing or reducing a serious threat to health or safety.

Health oversight. Your information may be used or shared for audits, inspections, investigations, licensing, accreditation, and other oversight activities authorized by law.

Research. Your information may be used or shared for health research when the required privacy protections are in place or you have given written authorization.

Compliance with law. Your information will be shared when federal or state law requires it, including with HHS when it asks to see whether we comply with federal privacy law.

Workers compensation. Your information may be shared as allowed by workers compensation or similar laws.

Law enforcement and government requests. Your information may be shared for limited law enforcement purposes, health oversight, military or national security activities, correctional institution health care, and other government functions when the law allows.

Legal proceedings. Your information may be shared in response to a court or administrative order and, in some cases, a subpoena or other lawful process after required protections are met.

After death. Your information may be shared with a coroner, medical examiner, funeral director, or organ procurement organization as allowed by law.

Behavioral health and substance use disorder records

Mental health information

California law gives mental health records greater protection than general medical records. Glendale Haven CMHC will not share your mental health treatment information without your written permission unless California law permits or requires the disclosure, such as for treatment, an emergency, mandatory reporting, a court order, or another allowed purpose.

Most uses and disclosures of psychotherapy notes require your written authorization. Psychotherapy notes are notes about counseling conversations that a mental health professional keeps separate from the rest of the medical record.

Records protected by 42 CFR Part 2

If Glendale Haven CMHC creates, receives, or maintains substance use disorder patient records protected by 42 CFR Part 2, those records will not be used or shared, or testimony describing them, in a civil, criminal, administrative, or legislative investigation or proceeding against you unless you give written consent or there is a Part 2 court order and a subpoena. The court process must give you or the record holder notice and an opportunity to be heard.

Glendale Haven CMHC responsibilities

Protect your information. Glendale Haven CMHC is required by law to maintain the privacy and security of your PHI and to use reasonable safeguards.

Notify you after certain breaches. You will be notified as required if a breach of unsecured PHI may have compromised your information.

Give you this notice and follow it. Glendale Haven CMHC must explain the program’s legal duties and privacy practices and follow the notice currently in effect.

Get permission when required. PHI will not be used or shared for a purpose not described in this notice unless you authorize it in writing or the law permits or requires it.

Changes to this notice

We may change this notice and make the new terms apply to all PHI we maintain, including information created or received before the change. If we make a material change, we will revise the notice promptly. The current notice will be available on our website, at our service locations, and upon request. The effective date at the beginning shows when the current notice took effect.

Questions and complaints

Contact the Administrator to ask a question, request a copy, exercise a right, or file a complaint by mail, telephone, or email using the information below.

Administrator

Mailing address: 320 Arden Ave., Suite 110, Glendale, CA 91203

Telephone: (818) 287-1424

Email: glendalehavencmhc@gmail.com

HIPAA privacy complaints

You may also file a privacy complaint with the U.S. Department of Health and Human Services Office for Civil Rights. Write to 200 Independence Avenue, S.W., Washington, D.C. 20201, or call 1-877-696-6775.

CMHC care and program complaints

For a complaint about care, safety, mistreatment, client rights, or CMHC program compliance, you may file online through Cal Health Find or contact the CDPH Los Angeles District Office at 1-800-228-1019 or CDPH-LNC-LOSANGELES@cdph.ca.gov. This is separate from a HIPAA privacy complaint. You may contact CDPH without first filing a grievance with us.

Glendale Haven CMHC will not retaliate against you for filing a complaint with us, HHS, CDPH, or another agency authorized by law.

Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

Effective June 14, 2026

This notice accompanies our Notice of Privacy Practices and Notice of Nondiscrimination.

English

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 818-287-1424 (TTY: 711) or speak to your provider.

Arabic العربية

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 818-287-1424 (TTY: 711) أو تحدث إلى مقدم الخدمة.

Armenian Հայերեն

ՈՒՇԱԴՐՈՒԹՅՈՒՆ. Եթե խոսում եք հայերեն, Դուք կարող եք օգտվել լեզվական աջակցության անվճար ծառայություններից: Մատչելի ձևաչափերով տեղեկատվություն տրամադրելու համապատասխան օժանդակ միջոցներն ու ծառայությունները նույնպես տրամադրվում են անվճար: Զանգահարեք 818-287-1424 հեռախոսահամարով (TTY՝ 711) կամ խոսեք Ձեր մատակարարի հետ:

Khmer ភាសាខ្មែរ

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសាដោយឥតគិតថ្លៃមានសម្រាប់អ្នក។ ជំនួយ និងសេវាកម្មបន្ថែមសមស្រប ដើម្បីផ្តល់ព័ត៌មានក្នុងទម្រង់ដែលអាចចូលប្រើបាន ក៏មានផ្តល់ជូនដោយឥតគិតថ្លៃផងដែរ។ សូមទូរស័ព្ទទៅលេខ 818-287-1424 (TTY: 711) ឬនិយាយជាមួយអ្នកផ្តល់សេវារបស់អ្នក។

Chinese 简体中文

注意：如果您说中文，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 818–287–1424（文本电话：711）或咨询您的服务提供商。

Chinese 繁體中文

注意：如果您說中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 818–287–1424（TTY：711）或與您的提供者討論。

Farsi فارسی

توجه: اگر فارسی صحبت می‌کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک‌ها و خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس، به‌طور رایگان موجود می‌باشند. با شماره (TTY: 711) 818-287-1424 تماس بگیرید یا با ارائه‌دهنده خود صحبت کنید.

Hindi हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 818-287-1424 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

Hmong Lus Hmoob

LUS CEEV TSHWJ XEEB: Yog hais tias koj hais Lus Hmoob, muaj cov kev pab cuam txhais lus pub dawb rau koj. Cov kev pab thiab cov kev pab cuam ntxiv uas tsim nyog txhawm rau muab lus qhia paub ua cov hom ntaub ntawv uas tuaj yeem nkag cuag tau los kuj muaj pub dawb. Hu rau 818-287-1424 (TTY: 711) los sis sib tham nrog koj tus kws muab kev saib xyuas kho mob.

Japanese 日本語

注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。818-287-1424（TTY：711）までお電話ください。または、ご利用の事業者にご相談ください。

Korean 한국어

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 818-287-1424(TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

Punjabi ਪੰਜਾਬੀ

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫ਼ਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਪਹੁੰਚਯੋਗ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਲਈ ਢੁਕਵੇਂ ਪੂਰਕ ਸਹਾਇਕ ਸਾਧਨ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਮੁਫ਼ਤ ਵਿੱਚ ਉਪਲਬਧ ਹਨ। 818-287-1424 (TTY: 711) ‘ਤੇ ਕਾਲ ਕਰੋ ਜਾਂ ਆਪਣੇ ਪ੍ਰਦਾਤਾ ਨਾਲ ਗੱਲ ਕਰੋ।

Ukrainian Українська

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 818-287-1424 (TTY: 711) або зверніться до свого постачальника.

Russian Русский

ВНИМАНИЕ: Если вы говорите на русском языке, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 818-287-1424 (TTY: 711) или обратитесь к своему поставщику услуг.

Spanish Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 818-287-1424 (TTY: 711) o hable con su proveedor.

Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 818-287-1424 (TTY: 711) o makipag-usap sa iyong provider.

Thai ไทย

หมายเหตุ: หากคุณใช้ภาษาไทย เรามีบริการความช่วยเหลือด้านภาษาฟรี นอกจากนี้ ยังมีเครื่องมือและบริการช่วยเหลือเพื่อให้ข้อมูลในรูปแบบที่เข้าถึงได้โดยไม่เสียค่าใช้จ่าย โปรดโทรติดต่อ 818-287-1424 (TTY: 711) หรือปรึกษาผู้ให้บริการของคุณ

Vietnamese Tiếng Việt

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ và dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi 818-287-1424 (TTY: 711) hoặc trao đổi với nhà cung cấp dịch vụ của bạn.

Glendale Haven CMHC
320 Arden Ave, Suite 110, Glendale, CA 91203
glendalehavencmhc@gmail.com · (818) 287-1424