



# Prism Mental Health Solutions Inc.

## Patient Records, Forms & Information Requests Policy



*Transforming Mental Health Through Compassion, Clarity, and Clinical Excellence*

### 1. Your Records and Your Care



Prism Mental Health Solutions Inc. (Prism MHS) maintains clinical records to support safe, coordinated, and effective care. Records may include intake assessments, diagnoses, treatment plans, progress notes, clinically significant communications, and discharge information. Documentation is intended to be accurate, respectful, and relevant to your treatment.

### 2. How to Request Your Records



You may request access to or a copy of records to which you are legally entitled. Contact Prism MHS through its approved office communication channels to request instructions and any necessary request form. We may need to verify your identity and clarify the records or delivery format requested. Requests will be handled within applicable legal timeframes; some information may be subject to lawful exceptions.

### 3. Releasing Information to Others



If you would like Prism MHS to share information with another provider, school, attorney, family member, or other person, we may ask you to complete a valid authorization for release of information. An authorization generally identifies what may be shared, with whom, and for what purpose. Certain disclosures may be permitted or required by law without an authorization; additional protections may apply to some records.

### 4. Privacy and Confidentiality



Your records are protected under applicable privacy and confidentiality requirements, including HIPAA and Pennsylvania law. Prism MHS uses approved record systems and limits access and disclosure according to applicable requirements. We will not treat an informal request from a third party as permission to disclose confidential information.

### 5. Progress Notes and Psychotherapy Notes



Routine progress notes document treatment and support continuity of care; they are not automatically the same as psychotherapy notes under HIPAA. Separately maintained psychotherapy notes, if any, receive special protections and

may be excluded from the ordinary right of access. We will explain any applicable limitation when responding to your request.

## 6. Requests for Corrections



If you believe information in your designated record is inaccurate or incomplete, you may request an amendment through Prism MHS. We will review the request under applicable law. A request does not guarantee that an entry will be changed, and accurate original documentation is not simply erased. When required, you will receive information about a denial and your available response rights.

## 7. Intake and Treatment Forms



Prism MHS may ask you to complete intake questionnaires, consents, releases, insurance information, and other forms needed for care. Please provide accurate and current information and notify us when relevant information changes. Your clinician may review or update treatment-related forms with you as care progresses.

## 8. Letters, Certifications, and Other Requests



Requests for treatment summaries, letters, certifications, or forms for employers, schools, courts, benefits, or other purposes are reviewed individually. Completion is not guaranteed and depends on clinical appropriateness, the information available, the clinician's role, and applicable requirements. Please allow reasonable processing time and discuss deadlines in advance; fees, if any, will be disclosed when permitted.

## 9. Processing, Delivery, and Fees



Prism MHS will respond to record-access requests within applicable legal deadlines and will explain any permissible extension or restriction. Records will be delivered through an appropriate, reasonably secure method consistent with your rights and request. Any copying or delivery fee will be limited to what applicable law permits; fees are not imposed simply because you exercise a protected right.

## 10. Records Involving Minors or Other Participants



Requests involving minors, guardians, personal representatives, couples, family treatment, or information about other people may require additional review. A parent, partner, or family member does not automatically have unrestricted access to every confidential record. Prism MHS will evaluate consent, authority, and confidentiality obligations before releasing information.

## 11. Record Retention and Legal Requests



Prism MHS retains records according to applicable laws, payer requirements, and record-retention policies. Records may be subject to lawful subpoenas, court orders, or other legal requests, but a subpoena does not automatically authorize disclosure of all confidential mental health information. Prism MHS reviews such requests under applicable legal protections.

## 12. Questions and Patient Acknowledgment



If you have questions about your records, an authorization, a form, or your privacy rights, please contact Prism MHS using approved office communication channels. This document summarizes patient-facing procedures and does not replace the formal Notice of Privacy Practices or rights provided by law. By receiving this policy, you are informed of the process; acknowledgment does not waive any legal right.