

**Chrysalis Connections, LLC**  
618 E Second Street Madison, IN 47250  
812-274-5333 . ChrysalisConnections.com

## **Privacy and Company Policies**

**Chrysalis Connections, LLC**, provides non-medicalized, non-pathologizing, relationally-focused talk therapy, individual mentoring, marital mediation, marriage preparation, family systems coaching, marriage and family educational and leadership services. As such, Chrysalis Connections, LLC does not panel with insurance companies, diagnose, treat mental illness, or create medical records. Chrysalis Connections, LLC does not transmit any form of personal health information electronically (or via any other form of transmission) for purposes of reimbursement or other reason(s). Chrysalis Connections, LLC is not a HIPAA covered entity.

Should a potential or existing client be assessed to be in need of treatment for a mental illness or disorder, as defined by the Diagnostic and Statistical Manual of Mental Disorders (DSM-5), the client(s) will be referred to an appropriate mental health service provider for treatment. Clients wishing to return to a relational talk therapy, individual mentoring, marital mediation, family systems coaching, leadership or marriage, and family educational format will be reassessed to assure readiness for relational services.

Chrysalis Connections, LLC is committed to your privacy and will follow the terms of this notice. If you have any questions about this privacy and company policy notice, please direct your questions to Chrysalis Connections, LLC via email at [ChrysalisConnections@icloud.com](mailto:ChrysalisConnections@icloud.com).

### **How we may use and share information about you:**

**Contacting you:** We may contact you by mail, phone, or email regarding appointments, payment as a follow-up to services provided, or upon client request.

**Client appointment summaries:** We will produce client notes or appointment summaries regarding your in-person, online, and phone appointment(s). These documents constitute Chrysalis Connection's client/business records and are the sole property of Chrysalis Connections, LLC. Should you desire, a summary of the services you have received at Chrysalis Connections, LLC can be provided. Such requests must be submitted in writing. Chrysalis Connections, LLC will not release client records to any third-party entity, including, but not limited to, insurance agencies or law firms. Chrysalis Connections, LLC will keep your records for seven years after termination of services, at which time they will be destroyed in a confidential manner.

**Client litigation:** Chrysalis Connections, LLC will not participate in any litigation, personal injury, divorce, or custody dispute to which the client, the client's spouse, family member, etc., are a party. Chrysalis Connections, LLC has a policy of not communicating with any insurance agency, law firm, or attorney regarding confidential information and will *not* respond to any inquires made by such entities, write or sign letters, reports, or declarations to be used in any legal matter, provide client appointment summaries or testimony.

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**Insurance reimbursement:** The client is responsible for all fees. Chrysalis Connections, LLC does not transmit client information or bill insurance agencies or other entities in any form, including electronically, for payment. Upon client request, Chrysalis Connections, LLC will provide a **receipt** of services rendered. Confidentiality is waived, and the client assumes full responsibility for all possible outcomes and breaches of confidential client information if they choose to submit this information to an insurance company. Chrysalis Connections, LLC will not respond to third-party insurance requests for information in any form, including but not limited to phone, email, text, or letter.

**Involving third parties:** You have the option of inviting family members or friends to your appointments. However, when this is the case, the client assumes all risk for the possible disclosure of confidential information. In emergencies or situations in which you are unable to tell us who to share information with, we will only share information with others on a need-to-know basis (police officers, emergency personal, etc.). We may also share information about you with a public or private agency during a disaster so the agency can help contact our family or friends about your location and well-being.

**Service provider availability:** Chrysalis Connections, LLC does not provide 24-hour crisis services. We recommend you call 911 or go to the nearest emergency room for evaluation if you are feeling unsafe or believe you need immediate medical or psychiatric evaluation.

**Threats to health or safety:** When necessary to prevent a serious and urgent threat to the health and safety to you or someone else, we will share your personal information with appropriate authorities such as the police or child protective services (CPS). This includes knowledge of possible abuse or neglect of children, elders, or dependent adults, as well as knowledge that a client has been a victim of abuse, neglect, or domestic violence.

**Law enforcement:** We may release your personal information to a law enforcement official, as authorized or required by law; in response to a court order, subpoena, warrant, summons, or similar process; if you are suspected to be a victim of a crime; about a death we believe may be the result of a crime; about criminal conduct within the practice; in an emergency, to report a crime; the location of the crime or victims; or the identity, description, or location of the person who committed the crime.

**Termination of services:** Chrysalis Connections, LLC reserves the right to terminate all services at the discretion of your service provider, for reasons including, but not limited to untimely or nonpayment of fees, noncompliance with treatment recommendations, conflicts of interest, failure to participate (repeated missed appointments), or should we determine that your needs are outside the service provider's scope of practice or competence. You have the right to terminate at your discretion, with

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the appropriate notice, and to cancel all further sessions in order not to accumulate fees for late cancels or no call/no shows.

**Change to this notice:** We have the right to change this notice at any time. Any change will apply to personal information we already have about you as well as any information we receive in the future. We will maintain a copy of the most current notice on the Chrysalis Connection, LLC website(s) and in the office.

**Acknowledgment:**

By signing below, you acknowledge that you have reviewed and fully understand the terms and conditions of this privacy and company policy notice. You agree to abide by the terms and conditions and consent to your participation in in-person, online, or phone services/appointments provided by Chrysalis Connections, LLC. Moreover, you agree to hold Chrysalis Connections, LLC and the individual service provider(s), business owner(s), and/or manager(s) free and harmless from any claims, demands, or suits for damages from any injury or complications whatsoever, save negligence, that may result from such services/appointments.

\_\_\_\_\_  
Client (1) Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client (2) Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness/Service Provider