

Privacy Policy

Legal Disclaimer

By receiving services from Complete Clarity, you acknowledge that you have been offered access to this Privacy Policy, which outlines how your protected health information (PHI) may be used and disclosed, and what rights you have under the law. Please note that this policy does not create a contract or legal right beyond what is established by Health Insurance Portability and Accountability Act (HIPAA) or Indiana Code Title 16 (Health) and Title 25 (Professions and Occupations). Complete Clarity complies with Indiana mental health confidentiality laws, including additional restrictions on the disclosure of psychotherapy notes and mental health records, as outlined under Indiana Code 16-39-2, unless a legal exception applies (e.g., duty to warn, mandatory reporting). Mental health records may only be released to third parties with your written consent or as otherwise required by law. If there is a conflict between state and federal law, the law that provides the greater protection to your privacy will apply. This disclaimer is provided for informational purposes only and should not be construed as legal advice. If you have legal questions regarding your rights or our obligations, we recommend consulting with a qualified attorney or contacting the Indiana Attorney General's Office or the U.S. Department of Health and Human Services - Office for Civil Rights.

Privacy Policy - the basics

At Complete Clarity, your privacy is one of our highest priorities. We are committed to protecting your PHI and ensuring confidentiality in every aspect of our care. This Privacy Policy outlines how we collect, use, and safeguard your information, in accordance with HIPAA and other applicable laws. We will never disclose your information without your consent except where legally required. We use your personal and health information only as necessary to 1) provide treatment and coordinate care (with consent), 2) communicate with you about appointments and services, 3) bill and process insurance claims or payments, 4) comply with legal or regulatory requirements, 5) in the event of a medical or mental health emergency, 6) conduct internal administrative and quality improvement activities. We do not sell, rent, or share your personal information for marketing or commercial purposes.

Your Rights Regarding Your Information

You have a right to 1) access and obtain a copy of your health records, 2) request corrections to your records if you believe there is an error, 3) request restrictions on how we use or share your information (though we may not be legally required to agree), 4) request confidential communications (e.g., preferred phone number or email), 5) file a complaint if you believe your privacy rights have been violated. To exercise any of these rights, please contact us in writing at the contact information listed below.

Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in practices, technology, or legal requirements. Any updates will be posted on our website with the revised effective date. If you have any questions, concerns, or requests related to this Privacy Policy, please contact: Complete Clarity at melissajohnston@complete-clarity.com or call 812-404-7186.

Effective date 7-15-2025

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How We Use Your Information

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