

Confidentiality of Substance Use Disorder Client Records

The confidentiality of substance use disorder client records maintained by JPHSA is protected by federal law and regulations under 42 CFR Part 2. Generally, JPHSA may not say to a person outside of JPHSA that an individual receives any substance use disorder related services, or disclose any information that may potentially identify a client as having a substance use disorder, unless (1) the client consents in writing; (2) the disclosure is allowed by a court order; (3) the disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation; or (4) the disclosure is otherwise permitted by 42 CFR Part 2.

Violation of federal law and regulations by a program may be subject to civil or criminal penalties. A client may file a complaint with the program or with the Secretary of the U.S. Department of Health and Human Services for a violation of 42 CFR Part 2 by visiting <https://ocrportal.hhs.gov>, by email at OCRMail@hhs.gov or by calling 1-800-368-1019, TDD:1-800-537-7697. You can also complain if you feel we have violated your privacy rights by contacting our Privacy Officer by phone at (504)324-1400, or by addressing your concerns to: Privacy Officer, 3616 S. I-10 Service Road W., Suite 200, Metairie, LA 70001. Federal law and regulations do not protect any information about a crime committed by a client either at the program or against any person who works for the program or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

For additional information about your privacy rights and how JPHSA may use or disclose your information, please see the Notice of Privacy Practices for JPHSA.



Confidentiality of Alcohol and Substance Abuse Client Records

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Violation of the federal law and regulations by a program is a crime. Pursuant to 42 CFR Part 2.22 and 2.4, suspected violations may be reported to appropriate authorities in accordance with federal regulations. You can report violations to the US Attorney's Office for the Eastern District of Louisiana via telephone at (504)680-3000. Federal law and regulations do not protect any information about a crime committed by a client either at the program or against any person who works for the program or about any threat to commit such a crime.

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