Notice of Privacy Practices

Enlivened Approach: OCD Specialty Practice
Legal practice entity: Enlivened Approach PLLC
Clinician: Chandler Crockett, Licensed Clinical Social Worker (LCSW)
Utah license number: 13965917-3501
Privacy contact: Chandler Crockett, LCSW | 801-436-7338 | chandler@enlivenedapproach.com
Mailing address: 7533 S Center View CT STE R West Jordan, UT, 84084
Website: https://enlivenedapproach.com
Effective date: 10/12/2026
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.

We protect the privacy of your health information, provide this notice of our privacy practices, and follow its current terms. Where HIPAA applies, we are legally required to maintain the privacy of protected health information, provide notice of our legal duties and privacy practices, follow the notice currently in effect, and notify affected individuals following a breach of unsecured protected health information. We provide the rights described below as practice policy and as required by applicable law. Contact us using the information above to ask questions, exercise the rights below, or request assistance.

Your information rights

Access to records. You may request to inspect or receive an electronic or a paper copy of records used to make decisions about your care, including clinical and billing records. Send your request through the portal or in writing to the privacy contact. We will provide access or a written denial within 30 days after receiving your request, unless applicable law requires earlier action. If a permitted extension is necessary, we will notify you in writing before the deadline, explain the reason, and state the completion date. A reasonable, legally permitted cost-based copying fee may apply. A summary replaces records only if you agree. Certain information, including separately maintained psychotherapy notes, may be excluded by law. If access is denied, we will explain applicable reasons and review rights.

Corrections. You may ask in writing for an amendment if information is inaccurate or incomplete, explaining what you believe should change and why. We will respond within 60 days, or provide written notice of a permitted extension. A request may be denied for reasons allowed by law; we will explain the denial and your right to submit a statement of disagreement. An amendment does not necessarily erase the original record.

Limits on information use or sharing. You may ask for restrictions on treatment, payment, operations, or disclosures to people involved in your care. We are not required to agree to every restriction. However, if a service is paid for in full by you or someone other than your health plan, we must honor your request not to disclose information relating solely to that service to your health plan for payment or operations, unless disclosure is required by law. Tell us before the disclosure occurs. If you submit a superbill to your insurer yourself, that submission is your choice and may reveal the information it contains.

Accounting of disclosures. You may request a list of disclosures that must be included in an accounting for up to six years before your request. This ordinarily excludes treatment, payment, operations, disclosures authorized by you, and other legally excluded disclosures. We respond within 60 days unless a lawful extension is explained in writing. The first accounting within any twelve-month period is free. For additional requests, we will explain any reasonable fee in advance and allow you to withdraw or change the request.

A copy of this notice. You may obtain a paper copy at any time, including if you previously accepted an electronic copy. The current notice is also available on the practice website.

Personal representatives. A person with legally recognized authority may exercise applicable rights for you. We verify that authority and its scope and apply any legal exceptions before allowing access. An emergency contact or person paying for services is not automatically your legal representative.

Confidential communications. You may ask us to contact you in a specific way or at a different location, such as using a particular phone number or mailing address. Submit your request through the portal or in writing to our privacy contact. We will accommodate reasonable requests and will not require you to explain why you are making the request.

Routine uses and disclosures

Where permitted by applicable federal and Utah law, we use and disclose information for treatment, payment, and practice operations. We obtain written permission when a more protective law or professional obligation requires it.

Treatment includes assessing symptoms, planning care, documenting progress, and appropriate coordination with other treating professionals. For example, with any required permission, we may discuss relevant treatment information with your medication prescriber. Appointment reminders and information about appropriate treatment options may also be provided.

Payment includes collecting agreed fees, providing receipts or requested superbills, and resolving billing questions. For example, limited information needed to process a payment may be handled by payment-service providers. This practice does not submit insurance claims.

Operations include record management, quality review, professional consultation, and obtaining necessary administrative, technical, legal, or accounting support. For example, authorized service providers may maintain the electronic record system under required confidentiality agreements. Access is limited to authorized purposes and applicable safeguards.

Other permitted or required disclosures

Subject to applicable legal conditions, information may be disclosed for required abuse or neglect reports, vulnerable-adult exploitation reports, public-health activities, or to help address a serious and imminent safety threat. Information may also be disclosed for lawful oversight or licensing investigations, compliance with law, or to HHS when necessary to review compliance.

Other legally permitted circumstances include workers' compensation, limited law-enforcement purposes, authorized military or national-security functions, correctional safety, organ-donation activities, and duties of coroners, medical examiners, or funeral directors. Research disclosures require your authorization or another legally valid basis with required safeguards.

Court orders and other legal proceedings may require or permit disclosure. We evaluate confidentiality and privilege protections and any required authorization, notice, protective order, or other legal condition before responding. These categories do not grant unrestricted access or override more protective law.

Family and others involved in care

You may tell us whether to share relevant information with a family member or other person involved in your care or payment. We obtain any required permission and respect applicable objections. If you cannot express a choice, limited sharing may occur when permitted by law and judged to be in your best interest, including an emergency or disaster response. Only information relevant to that person's involvement is shared.

Uses requiring written authorization

Most uses or disclosures of separately maintained psychotherapy notes require a specific written authorization, subject to narrow legal exceptions. These notes, if maintained, are different from ordinary progress notes in the clinical record. We do not sell your protected health information, use it for marketing, or contact you for fundraising.

Uses or disclosures not described in this notice will occur only with your written authorization. You may revoke an authorization in writing through the portal or by contacting us at the address above. Revocation stops future reliance on that authorization but does not undo action already taken in reliance on it. It does not prevent disclosures otherwise required or permitted by law.

Special protection for substance use disorder records

Some records received from substance use disorder treatment programs are protected by 42 CFR Part 2. If we hold those records, we apply their additional protections. Such records, or testimony revealing their contents, will not be used or disclosed in civil, criminal, administrative, or legislative proceedings against you without your specific written consent or a qualifying court order following required notice and an opportunity to be heard. A court order authorizing disclosure must also be accompanied by a subpoena or another legal requirement compelling disclosure. An ordinary treatment release does not by itself authorize this use.

Complaints and changes

You may complain to us through the contact information above if you believe your privacy rights were violated. You may also complain directly to the U.S. Department of Health and Human Services, Office for Civil Rights, at https://www.hhs.gov/hipaa/filing-a-complaint/index.html, by calling 1-877-696-6775, or by writing to 200 Independence Avenue SW, Washington, DC 20201. You do not have to complain to us first. There will be no retaliation for filing a complaint.

We may revise this notice as permitted by law and apply the revised terms to information already maintained as well as new information. A revised notice will show its effective date, be posted on the website, and be available upon request. Material changes will be communicated as required. Acknowledging receipt of this notice does not authorize otherwise prohibited disclosures or waive your rights.