Learning Pathways
EDUCATIONAL PSYCHOLOGY
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Notice of Privacy Practices

How your information is used, shared, and protected

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.

Effective date: 10/16/2026

This notice explains how Learning Pathways Educational Psychology, PC ("Learning Pathways") uses and shares information about you, and how you can get access to it. When we say "you" in this notice, we mean the client. If the client is a minor, or has a legal representative, "you" also means the parent, guardian, or legal representative who makes decisions for the client.

1. Our Responsibilities

Learning Pathways is required by law to:

- Keep your protected health information (PHI) private and secure.
- Give you this notice of our legal duties and privacy practices.
- Follow the terms of the notice that is currently in effect.
- Let you know promptly if a breach occurs that may have put your information at risk.

This notice applies to Learning Pathways and everyone who works with us, including our licensed educational psychologists, contracted evaluators, and administrative staff.

2. Information We Collect

As part of providing assessment, consultation, and related services, we may collect information about cognitive, educational, developmental, behavioral, emotional, psychological, adaptive, social, medical, and family history, as well as billing and administrative information. This is called protected health information (PHI). It may include:

- Personal and educational history.
- Reasons for the evaluation or consultation.
- Diagnoses, symptoms, and disabilities.
- Recommendations, accommodation plans, and service plans.
- Testing and interview notes, test scores, and test protocols.
- Records from schools and other providers.
- Health history and medications.
- Legal documents, such as custody or conservatorship orders.
- Billing information.

We keep this information in paper and/or electronic form in a secure location.

3. How We Use and Share Your Information

We share only the information needed for the purpose, except in some special situations. We may use and share your information without your written authorization for the following purposes.

Evaluation and treatment. We use your information to provide psychological assessment, consultation, diagnostic clarification, recommendations, and referrals. This includes interviews, testing, record review, report writing, and follow-up. We may share information with other providers who treat you, such as your physician. Your evaluator may consult with other licensed professionals at Learning Pathways to support quality and accuracy.

Payment. We use your information to bill for our services and collect payment. For example, we may prepare a receipt or "superbill" that you can send to your insurance company. For an Independent Educational Evaluation (IEE), we share billing information with the school district that pays for the evaluation.

Health care operations. We use your information to run our practice. Examples include reviewing the quality of our services, training and reviewing our professionals, scheduling, customer service, legal services, and auditing.

Appointment reminders. We may call, text, or email you with appointment reminders. If you do not answer, we may leave a message on voicemail or with the person who answers. The message will include only the date and time of the appointment and a request to call us back. You can ask us to contact you in a different way.

Business associates. We use outside companies to support our work, such as our electronic records system, online testing and scoring platforms, secure communication tools, and AI documentation tools. These companies must sign a business associate agreement promising to protect your information.

Family and others involved in your care. We may share information with a family member or another person involved in your care if you agree, or if you are given the chance to object and do not. In an emergency, or if you cannot agree, we may share information we believe is in your best interest. If you are an adult client, we will not share information with parents, spouses, or other relatives without your written authorization, except as described in this notice.

4. Sharing That Does Not Require Your Authorization

The law allows or requires us to share information without your authorization in the situations below.

- **Child abuse.** Licensed educational psychologists are mandated reporters. We must report known or reasonably suspected child abuse or neglect to a police or sheriff's department, county child welfare agency, or other protective agency, as required by the California Child Abuse and Neglect Reporting Act.
- **Elder and dependent adult abuse.** We must report known or reasonably suspected abuse, abandonment, isolation, neglect, or financial abuse of an elder or dependent adult, as required by California law.
- **Serious threat to health or safety.** We may share information to prevent or lessen a serious threat to someone's health or safety. If a client tells us of a serious threat of physical violence against a reasonably identifiable person, we must make reasonable efforts to warn that person and notify law enforcement.
- **Health oversight.** We may share information with the California Board of Behavioral Sciences or other oversight agencies for audits, investigations, inspections, and licensing actions.
- **Court and legal proceedings.** We may share information in response to a court or administrative order. If we receive a subpoena or other legal request, we will not release your information unless you or your attorney authorize it in writing, a court orders it, or the requesting party has given you proper legal notice of the subpoena and you have not acted to stop it. This privilege does not apply when you are evaluated for a third party or when the evaluation is court-ordered.

- **Workers' compensation.** We may share information as needed to comply with California workers' compensation laws.
- **Coroners and medical examiners.** In the event of a client's death, we may share information with a coroner or medical examiner as allowed or required by law.
- **U.S. Department of Health and Human Services.** We must share information with HHS if it asks to check our compliance with federal privacy law.
- **When required by law.** We will share information when a federal, state, or local law requires it.

5. Sharing That Requires Your Written Authorization

For any other purpose, we will ask for your written authorization. We will not use or share your information for marketing, and we will never sell it, without your written authorization. Psychotherapy notes, if any are kept, are shared only with your written authorization, except where the law allows. Some types of information, such as HIV test results and substance use disorder treatment records, have extra legal protection and need a specific authorization. For example, for an IEE, we share the report and results with your school district only with your signed authorization.

You may revoke (cancel) an authorization at any time by telling us in writing. Revoking it will not undo anything we already shared while the authorization was in effect.

Substance use disorder records. If we receive records from a federally assisted substance use disorder program, those records are protected by a federal law (42 C.F.R. Part 2) that may limit their use more strictly than this notice describes. We will not use or share those records in a civil, criminal, administrative, or legislative proceeding against you unless you give written consent or a court orders it after giving you notice and a chance to be heard.

California law. California law sometimes gives more privacy protection than federal law. When it does, we follow the stricter law.

6. Your Rights

You have the following rights. To use any of them, contact our Privacy Officer (see Section 8). Some requests must be made in writing.

Get a copy of your records. You may ask to see or get a copy of your records, on paper or electronically. In most cases, we will let you see your records within 5 working days and give you copies within 15 days of your written request. We may charge a reasonable, cost-based fee for copies. In rare cases we may deny all or part of a request, for example if seeing the records could reasonably be expected to put the client or someone else in danger. If we deny your request, we will explain why in writing and tell you how to ask for a review. Secure test materials are protected by copyright and test security rules. When access to them is required, we may provide it by reviewing them with you or by sending them to another qualified professional. Because records can be technical, we recommend reviewing them first with your evaluator or another mental health professional.

Ask us to correct your records. If you think information in your records is wrong or incomplete, you may ask us in writing to correct it. We may say no, but we will tell you why in writing within 60 days. You may then add a written statement of disagreement to your records.

Ask us to limit what we use or share. You may ask us not to use or share certain information. We do not have to agree, except in one case: if you paid for a service in full yourself, you may ask us not to share information about that service with your health plan, and we will agree unless the law requires us to share it.

Ask for confidential communications. You may ask us to contact you in a certain way (for example, only by email) or at a certain address. We will agree to reasonable requests.

Get a list of disclosures. You may ask for a list (an “accounting”) of the times we shared your information in the past six years, who we shared it with, and why. The list will not include sharing for evaluation, payment, or health care operations, or sharing you authorized. We will provide one list a year for free.

Get a paper copy of this notice. You may ask for a paper copy of this notice at any time, even if you received it electronically.

Choose someone to act for you. If someone is your legal representative, such as a parent of a minor, a guardian, or a conservator, that person can usually use your rights. We will check that the person has this authority before we act.

Parents of minor clients. Parents generally have the right to see their child’s records, including a parent who does not have physical custody, unless a court order limits that right. California law allows us to limit a parent’s access to parts of a minor’s records in some situations, such as when access would harm the minor’s relationship with the provider or the minor’s safety.

7. Complaints

If you believe your privacy rights have been violated, you may file a complaint with our Privacy Officer (see Section 8). You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, by visiting www.hhs.gov/ocr/complaints, calling 1-800-368-1019, or writing to 200 Independence Avenue SW, Washington, DC 20201. We will not retaliate against you for filing a complaint, and filing one will not affect your services.

8. Changes to This Notice and Contact Information

We may change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available on request, in our office, and on our website.

Privacy Officer
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