

NOTICE OF PRIVACY PRACTICES

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.

Under federal law we are required to maintain the privacy of your health information, and to provide you with notice of our legal duties and privacy practices with respect to your health information. We reserve the right to change our privacy practices and the terms of this notice at any time, provided such changes are permitted by applicable law. Before we make a significant change in our privacy practices, we will change this notice and make the new notice available upon request. You may request a copy of this notice at any time. This notice takes effect August 1, 2019, and will remain in effect until we replace it.

You will be asked to sign a consent form authorizing us to use and disclose your personal health information only for the following purposes:

- **Treatment:** We may use or disclose your health information to a physician or other healthcare provider who is treating you.
- **Payment:** We may use and disclose your health information to obtain payment for services we provide to you.
- **Healthcare Operations:** We may use and disclose your health information in connection with our healthcare operations, which include quality assessment activities, protocol development, case management and care coordination, auditing functions, business management and general administrative activities, customer service evaluations, resolution of grievances, fundraising, and marketing for which an authorization is not required. An example of this would be evaluation of customer service given to patients.

We may, without prior consent, use or disclose your personal health information to carry out treatment, payment, or health care operations:

- Directly to you at your request.
- In an emergency treatment situation, if we attempt to obtain such consent as soon as reasonably practicable after the delivery of such treatment, if we are required by law to treat you and attempts to obtain consent are unsuccessful, or if we attempt to obtain consent but are unable due to barriers of communication, but we determine in our professional opinion that treatment is clearly inferred from the circumstances.
- Pursuant to and in compliance with an authorization signed by you;
- Provided that you are informed in advance of the use and disclosure and have the opportunity to agree to or prohibit or restrict the use or disclosure. This may be an oral agreement between us.

All other uses and disclosures will be made only upon securing a written authorization form signed by you. You have the right to revoke this authorization at any time upon written request, which would NOT apply to any actions already taken relying on your authorization prior to revocation.

We may contact you to provide appointment reminders or to inform you about treatment alternatives or other health related benefits or services that may be of interest to you.

Under HIPAA, you have the following rights with respect to your protected health information:

- You have the right to request restrictions on certain uses and disclosures of protected health information

- You have the right to receive confidential communications of your protected health information.
- You have the right to inspect and receive copies of your protected health information. We require notice of 3 business days, and reserve the right to charge a cost-based fee to provide copies of your health information. We will provide your records in a format of your choice, where possible.
- You have the right to amend protected health information, however, this request may be denied under certain circumstances.
- You have the right to receive an accounting of disclosures of your protected health information made by us in the five years prior to the date of your request.
- You have the right to obtain a paper copy of this notice from us at any time.
- If you feel your privacy rights or the provisions of this notice of privacy policies has been violated, you have the right to file a formal written complaint.