

---

## Notice of Privacy Practices

---

This notice describes how health information about you may be used and disclosed and how you can get access to this information.

Please review it carefully.

The privacy of your health information is important to us.

---

### Our Legal Duty

We are required by applicable federal and state law to maintain the privacy of your health information. We are also required to give you this notice about our privacy practices, our legal duties, and your rights concerning your health information. We must follow the privacy practices that are described in this notice while it is in effect. This notice takes effect April 14, 2003, and will remain in effect until we replace it.

We reserve the right to change our privacy practices and terms of this Notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices and the new terms of our Notices effective for all health information that we maintain, including health information that we maintain, including health information we created or received before we made the changes. In the event we make the material change in our privacy practices, we will change this notice and provide it for you.

---

### Uses and disclosures of health information

We use and disclose health information about your treatment, payment, and treatment operations. For example:

**Treatment:** we may use and disclose your health information to a dentist or other healthcare provider providing treatment to you for: (a) the provision, coordination, or management of health care providers; (b) consultation of health care providers relating to the patient; or (c) the referral of a patient from one health provider to another.

**Payment:** we may use and disclose your health information to obtain payment for the services provided to you. This may include: (a) billing and collection activities and related data processing; (b) actions by a health plan or insurer to obtain premiums or to determine or fulfill its responsibilities for coverage, adjudication or subrogation of health benefit claims; (c) medical necessity and appropriateness of care reviews, utilization review activities; and (d) disclosure to consumer reporting agencies of information relating to collection of premiums or reimbursement.

**Healthcare operations:** we may use and disclose your health information in connection with our healthcare operations. Healthcare operations include things such as quality assessment and improvement activities, reviewing the competence or qualifications of healthcare professionals, evaluating practitioner and provider performance, conducting training programs, accreditation, certification, licensing or credentialing activities

**Your authorization:** in addition to our use of your health information for treatment, payment or healthcare operations. Healthcare operations, you may give us written authorization to use your health information to disclose it to anyone for any purpose. If you give us authorization, you may revoke it in writing at any time. Your revocation will not affect any use or disclosures permitted by your authorization while it was in effect. Unless you give us written authorization, we cannot use or disclose your health information for any reason except those described in this notice.

**Marketing health care products or services:** we will not use your health information for marketing communications without your prior written authorization. We may provide you with information regarding product or services that we offer related to your health care needs, we will never sell your health information without your prior authorization.

**To your family and friends:** we may disclose your health information to you, as describe in the patient rights section of this notice. We may disclose your health information to a family member, friend or other person to the extent necessary to help with your healthcare or with payment for your healthcare, but only if you agree that we may do so or, if you are not able to agree, if it is necessary in our professional judgment.

**Persons involved in care:** we may use or disclose information to notify, or assist in the notification of (including identifying or locating) a family member, your personal representative or another person responsible for your care, of your location, your general condition, or death. If you are present, then prior to use or disclosures. In the event of your incapacity or emergency circumstances, we will disclose health information that is directly relevant to the person's involvement in your healthcare. We will also use our professional judgment and our experience with common practice, medical supplies, x-rays, or other similar forms of health information.

**Require by law:** we may use or disclose your health information when we are required to do so by law, including judicial and administrative proceedings.

**Abuse or neglect:** we may disclose your health information to appropriate authorities if we reasonably believe that you are a possible victim of abuse, neglect, or domestic violence or the possible victim of other crimes. We may disclose your health information to the extent necessary to avert a serious threat to your health information of inmate or patient under other circumstances.

**National security:** we may disclose to military authorities the health information or to the armed forces personnel under certain circumstances. We may disclose to federal officials health information required for lawful intelligence, counterintelligence, and other national security activities. We may disclose to correctional institute or law enforcement officials having lawful custody of protected health related benefits and services that may be of interest to you.

**Appointment reminders and treatment alternatives:** we may use or disclose your health information to provide to you with an appointment reminders (such as voice mail messages, postcards, or letters) or information about treatment alternatives or other health related benefits and services that may be of interest to you.

---

## **Patient rights**

**Access:** you have the right to review or get copies of your health information, with limited exceptions. You may request that we provide copies in a format other than photocopies. We will use the format you request unless we cannot practicably do so. You must make a request in writing to obtain access to your information. You may obtain a form to request access by using the contact information listed at the end of this notice. We will charge you a reasonable cost-based fee for expenses such as copies and staff time. You may also request access by sending us a letter to the address at the end of this notice. If you request an alternative format, we will charge you a cost-based fee for providing your health information in the format. If you prefer, we will prepare a summary or an explanation of your health information for a fee. Contact us using the information listed at the end of this notice for a full explanation of our fee structure.

**Disclosure Accounting:** you have the right to receive a list of instances in which we or our business associates disclose your health information for purposes, other than treatment, healthcare operations, where you have provided an authorization and certain other activities, for the last 6 years, but not for disclosure prior to April 14, 2003. If you request this accounting more than once in a 12-month period, we may charge you a reasonable, cost-based fee for responding to these additional requests.

**Restriction:** you have the right to request that we place additional restrictions on our use or disclosures of your health information. We are not required to agree to these additional restrictions, but if we do so, we will abide by our agreement (except in an emergency).

**Alternative communication:** you have the right to request in writing that we communicate with you about your health information by alternative means or to alternative locations. Your request must specify the alternative means of location and provide satisfactory explanation how payments will be handled under the alternative means or location request.

**Amendment:** you have the right to request that we amend the health information. Your request may be in writing and must explain why the information must be amended. We may deny your request under certain circumstances.

**Electronic Notice:** if you receive this notice in our website or by electronic mail (e-mail), you are entitled to receive this notice in written form.

---

## **Questions or Complaints**

If you want more information about our privacy practices or have questions or concerns, please contact us.

If you are concerned that we may have violated your privacy rights, or you disagree with a decision we made about access to your health information or in response to a request you made to amend or restrict the disclosure of your health information or to have us communicate with you by alternative means or at alternative locations, you may complain to us using the contact information listed at the end of this notice. You also may submit a written complaint to the U.S. Department of Health and Human Services. We will provide you with the address to file your complaint with the U.S. Department of Health and Human Services upon request.

We support your right to the privacy of your health information. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services. **Contact:**

Elizabeth Jimenez- Office Manager: (512) 244-3991 Fax (512) 244-6375