

PRIVACY PRACTICE

We understand that your medical information is personal and we are committed to protecting it. This notice describes how medical information about you may be used and disclosed. We also describe your rights and certain duties we have regarding the use and disclosure of medical information. This notice takes effect on January 1, 2013 and remains in effect until we replace it.

Our Responsibilities are to:

1. Keep your medical information private. Protected health information includes such things as: Name, address, birthdates, phone numbers, e-mail addresses, social security numbers, and health insurance plan information. In addition, we will protect any information about your health status, treatments, prognosis, and payments. Whenever information is shared, only the minimum information needed to meet the request will be included.
2. Give you this notice describing our legal duties, privacy practices, with respect to information we collect and maintain about you and your rights regarding your medical information.
3. Use or disclose your health information only with your authorization, except as described in this notice.

We reserve the right to change our privacy notice at any time.

Use and Disclosure of Your Medical Information

The following section describes different ways that we use and disclose medical information. Not every use or disclosure is listed.

For treatment: We may use medical information about you to provide you with medical treatment or services. We may also share medical information about you to your health care providers to assist them in treating you. We may disclose medical information about you to audiologists, hearing aid manufacturers when orders are made; nurses; or other people who are taking care of you.

For payment: We may use and disclose your medical information for payment purposes to insurance companies in order to pay your claims. We also may disclose your information to collection agencies if your bill remains unpaid for an extended amount of time.

For health care operations: We may use and disclose your medical information for our health care operations. This might include measuring and improving quality, evaluating the performance of employees, conducting training programs, and getting the accreditation, certificates, licenses and credentials we need to serve you.

Notification: We will use our professional judgment to make decisions in your best interest about allowing someone to pick up hearing aids, hearing aid supplies, equipment or medical information for you. We may also leave messages confirming upcoming appointments unless you request otherwise.

Law Enforcement: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena issued by court.

Public Health: As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, disability, or child abuse.

Workers Compensation: We may disclose health information when authorized and necessary to comply with laws relating to workers compensation or other similar programs.

You have a right to request:

- A copy of your medical information. You must make your request in writing. If you request copies, we will charge you a reasonable fee for each page and postage if you want copies mailed.
- We place additional restrictions on our use and/or disclosure of your medical information. We are not required to agree to these additional restrictions.
- We communicate with you about your medical information by different means or to different locations. Your request must be made in writing.
- A change to medical information that you feel is in error.
- Paper copy of our HIPPA privacy notice, even if you have received one before.

If you feel your rights have been violated, you have a right to file a complaint. Any questions or concerns should be addressed with our HIPPA privacy officer:

Ann Parro, Au.D.
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