

## **STATEMENT OF PRIVACY PRACTICE**

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

*Please review this information carefully.*

- I understand that my protected health information may include information both created and received by the clinic, may be in the form of written or electronic records or spoken words, and may include information about my health history, health status, symptoms, examinations, test results, diagnoses, treatments, procedures, prescriptions, and similar types of health-related information.
- Your protected health information may be released to your insurance provider for the purpose of Elemental Eyecare (“Elemental”) receiving payment for providing you with needed services. Elemental might share your health information with your physician for payment activities related to the care you received.
- You may now restrict certain disclosures of protected health information to your insurance provider when you pay out of pocket for services in full.
- Your protected health information may be released to public or law enforcement officials in the event of an investigation in which you are a victim of abuse, a crime or domestic violence.
- Your protected health information may be released to other healthcare providers in the event you need emergency care.
- Information regarding your appointment time, presence at our facility, or other general details of your scheduled appointments may be provided over the phone to caller’s who request so by providing your name.
- Your protected health information may be released only after receiving written authorization from you with the exception of those listed above or for treatment, payment, or healthcare operations. You may revoke your permission to release protected health information at any time. It must be in writing with effective date and be specific to the health information being protected. Elemental is not required to agree to your request.
- You may be contacted by Elemental by phone or mail (or leave a message on an automated answering device) to remind you of appointments, verify insurance/demographic information, etc. You have the right to request a more confidential way of providing your protected health information or alternative communication method at the time you are seen at Elemental. Elemental will honor all reasonable requests.
- You have the right to restrict the use of your protected health information. However, Elemental may choose to refuse your restriction if it is in conflict with providing you with quality healthcare or in the event of an emergency situation.
- You have the right to review and photocopy any/all portions of your health information. Elemental has the right to assess a fee for the photocopying or printing of the health information.
- You have the right to request an amendment to your health information. It must be in writing and explain why the information should be amended. Elemental can deny the amendment and if so, a written explanation will be provided.
- You have the right to possess a copy of this Statement of Privacy Notice upon request. This copy can be in the form of an electronic transmission or on paper.
- Elemental is required by law to protect the privacy of its patients. It will keep protected any and all patient health information and will provided patients with a list of practices that protect health information upon request.
- Elemental will abide by the terms of this notice. Elemental reserves the right to make changes to this notice and will continue to maintain the confidentiality of all health information. Changes to this notice will be redistributed at your next visit to Elemental.
- You have the right to be notified following a breach of unsecured protected health information.
- You have the right to complain to Elemental Eyecare if you believe your rights to privacy have been violated. If you feel your privacy rights have been violated, please mail your written complaint to: Elemental Eyecare, 2736 NW Crossing Dr. Suite 120, Bend, OR 97701.
- All complaints will be investigated. No personal issue will be raised by filing a complaint with Elemental.
- You may also file a complaint to: Region IV, Office of Civil Rights, US Dept. of Health and Human Services, Atlanta Federal Center, Suite 3B70, 61 Forsyth Street, S.W., Atlanta, GA 30303-8909

If you would like more information regarding this Privacy Notice, please contact our office at 541-323-3937.

Updated September 23<sup>rd</sup>, 2013

**PLEASE NOTE: AUDITORY PRIVACY IS NOT GUARANTEED AT THE FRONT DESK**