

NOTICE OF PRIVACY POLICIES – ChiroSolutions Center

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.

Understanding Your Health Record/Information

Each time you visit the office, a record is made of your visit. Typically, this record contains any symptoms you may report, our assessment of you on that day, any change to your diagnosis, what procedures we performed, and any change in your care plan. This information serves many purposes:

- it helps us track your care and progress toward your health goals
- it serves as a means of communication to other health professionals involved in your health care
- it is a legal document describing the care you received
- it allows a third-party payer (insurance company) to verify that the services billed were actually provided
- it can be used as a source of data for research
- it helps you track your care and gives you a way to make sure we have accurate records about you

Your Health Information Rights

Although your health record is the physical property of the health care practitioner or facility that compiled it, the information in it belongs to you. You have the right to:

- request restrictions as to how your information is used or disclosed as provided by 45 CFR 164.522
- obtain a paper copy of this notice upon request
- inspect and obtain a copy of your health record as provided by 45 CFR 164.524
- make amendments to your record as provided by 45 CFR 164.528
- obtain a record of any disclosures we've made as provided by 45 CFR 164.528
- request confidential means of communicating your health information to you from our office

Our Responsibilities

Our office is required to:

- maintain the privacy of your health information
- provide you with a copy of this notice
- abide by the terms of this notice
- notify you if we are unable to agree to a requested restriction from you
- accommodate reasonable requests from you regarding communications from our office to you

We reserve the right to change our privacy practices as necessary and to make the new provisions effective for all protected health information we maintain. Should our privacy practices change, we will supply a copy of our revised notice. We will not use or disclose your health information without your authorization, except as described in this notice.

For More Information or to Report a Problem

If you have questions or need additional information, please contact our health information director, Dr. Samantha Coleman at (757) 271-0001. If you believe your privacy rights have been violated, you can file a complaint with our health information director or with the Secretary of the U.S. Department of Health and Human Services. There can be no retaliation for filing any complaints.

Examples of Disclosures for Treatment, Payment and Health Operations

1. How we may use your health information for treatment:

- First, we have chosen to work in an open office environment, meaning that all patient treatment is done in an open treatment area. We have found that this environment is conducive to learning and enables us to provide the highest quality of service to our patients. Of course, all consultations, exams, x-rays and financial discussions will be handled in the privacy of a separate room.
- Our patients' names may appear in a variety of places around the office. For example, all of our patients sign in on our daily sign in sheet. We have a Lifetime Wellness Wall that once patients graduate to maintenance care, their name will be displayed.
- We often display photos of office events like our Patient Luncheon or community events we're involved in.
- On occasion, Dr. Coleman will use a patient's x-rays to help another patient see what can be achieved with corrective chiropractic care. Patient's names do not appear on the X-Rays, however.
- Lastly, patient names may appear on our office mailings, postcards, newsletters, Facebook and website.

Patient Print/Sign: _____

2. How we may use your health information for payment:

A bill for services may be sent to you or to your insurance company or other third party payer. Information on or accompanying the bill may include information that identifies you as well as your diagnosis, procedures, and any supplies used.

3. How we may use your information for daily clinic operations:

- Members of the Chiropractic Solution Center have access to your health information for the performance of reasonable job-related tasks such as scheduling, appointment reminders, insurance filing, report preparation, data gathering, communications with family members involved in your care, etc.
- Certain business associates of Chiropractic Solution Center may have access to your health information for the performance of outside services. These include any outside diagnostic services, lab testing services, insurance claims filing, attorneys handling legal aspects of a case and collections matters. To protect your health information, we require our business associates to appropriately safeguard your information through a signed agreement.
- Other disclosures: We may disclose health information about you to Workers Compensation programs, public health officials, the FDA, or law enforcement officials as required by state and federal law.

Effective Date: August 31, 2013

Updated: May 9, 2017

ACKNOWLEDGEMENT OF RECEIPT OF PRIVACY NOTICE

I have been presented with a copy of Chiropractic Solution Center's **Notice of Privacy Policies**, detailing how my health information may be used and disclosed as permitted under state and federal law. I understand the contents of the notice and I request the following restrictions concerning the use of my personal health information:

Signature: _____ Date: _____

If not signed by the patient, please indicate relationship to patient (ex. mother, father)

Relationship: _____ Witnessed By: _____

IF PATIENT REFUSES TO SIGN, INDICATE YOUR ATTEMPT TO OBTAIN A SIGNATURE BELOW:

q Patient refused to sign this acknowledgement

Employee Name/Signature: _____ Date: _____