

# NOTICE OF PRIVACY PRACTICES (Patient to keep this form)

## Purpose of This Notice

We respect the privacy of personal information and understand the importance of keeping this information confidential and secure. This Notice describes how we protect the confidentiality of the personal information we receive. Our practices apply to current and former patients.

We are very serious about protecting your confidentiality. As our patient, we want you to feel comfortable knowing that any information we have will be handled with care and that we have procedures in effect to protect patient information in all settings. We do not disclose your identifiable health information without your written consent unless there is a legal exception, such as a court order.

## Health information that can identify you is only used:

- to provide treatment
- to coordinate your care
- for billing
- for quality assessments
- for accreditation and compliance with regulators

We disclose confidential information to our business partners (physicians, hospitals and other health care professionals and facilities) only if our affiliates and business partners protect your privacy and abide by privacy laws as well. If we receive requests for identifiable health information for research, you will be given the opportunity to consent or deny the release of your identifiable information for research.

Our staff has been trained about how your information is protected, and can assist you if you have questions, or need access to your records. Your health is a very private matter and we intend to keep it that way.

## Types of Personal Information Collected

We collect personal information needed to treat our patients. Some of this information is provided in medical history forms and correspondence (such as address, Social Security number and dependent information). We also receive personal information (such as eligibility and claims information) through our affiliates, employers, insurers, and health care providers. We retain this information after a customer's coverage ends. We limit the collection of personal information to that which is necessary to administer our business, provide quality service and meet regulatory requirements.

## Protection of Personal Information

We treat personal information securely and confidentially. We limit access to personal information to only those persons who need to know that information to provide our products or services to customers. These persons are trained on the importance of safeguarding this information and must comply with our procedures and applicable law.

We meet strict physical, electronic and procedural security standards to protect personal information and maintain internal procedures to promote the integrity and accuracy of that information.

We may share any of the personal information we collect (as described above) with our affiliates as permitted by law. We also may disclose this information to non-affiliated entities or individuals as permitted or required by law. Non-affiliates with whom we may disclose information as permitted by law include our attorneys, accountants and auditors, a customer's authorized representative, health care providers, third party administrators, insurers, consumer reporting agencies, and law enforcement or regulatory authorities. We also may disclose any of the personal information we collect (as described above) to companies that perform marketing services on our behalf or to other companies with whom we have joint marketing or disease management agreements. We do not disclose personal information to any other third parties without a customer's request or authorization.

## Individual Rights to Access and Correct Personal Information

We have procedures for a patient to access the personal information we collect, and other information we collect in connection with, or in anticipation of, a lawsuit or legal claim. We will make this information available to the patient upon written request. Our goal is to keep our patients' information up-to-date and to correct inaccurate information. We have procedures in place to ensure the integrity of our information and for the timely correction of incorrect information. If you believe that any personal information we have about you is not accurate, please let us know.

## Further Information

We may amend our privacy policy from time to time. In accordance with applicable law, we will send our current patients a Notice describing our privacy policy and practices at least once a year. It also will be available upon request. If you have questions about this Notice, please call us directly.