

## **PEDIATRIC NEUROLOGY OF DALLAS**

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### **NOTICE OF PRIVACY PRACTICES**

**Effective April 14, 2003**

**This Notice Describes How Medical Information About Your Family May Be Used and Disclosed as Well As How You Can Get Access to This Information. PLEASE REVIEW CAREFULLY!**

As required by the Privacy regulations created as a result of the Health Insurance Profitability and Accountability Act of 1996, also known as HIPAA, we are required by law to maintain the privacy of your Protected Health Information (PHI) and to provide you with the Notice of your privacy practices, our legal duties, and your rights concerning your health information.

Our office is required to abide by the terms of this Notice of Privacy Practices. As time passes our privacy practices and the law related to them may change which may require a change to this notice. The revised notice will be posted in our office. For more information about our privacy practices, or additional copies of the notice, please contact us using the information listed at the end of the notice.

Protected Health Information (PHI) includes, but is not limited to, medical records, lab reports, referrals, radiology/imaging specialist consultations, immunization records, current demographics, insurance information, telephone conversations and/or messages.

#### Permissible Uses and Disclosures without Your Written Authorization

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

**Treatment:** To maintain high quality healthcare, it will be necessary to share projected health information with all members of your treatment team. This can include employees in this office as well as other health care providers; we may also use or disclose your health information to provide you with appointment reminders such as voicemail messages, postcards or letters.

**Payment:** Necessary information will be shared with appropriate payor sources and their representatives for payment purposes including, but not limited to, eligibility, benefit determination, claim processing and utilization review. It will also be necessary for our billing personnel to have access to PHI information to carry out their billing and collection efforts.

**Healthcare Operations:** Necessary information will be shared for the continuing operations for this office. Some examples include, but are not limited to, peer review, accreditation, and compliance with all federal and state laws.

We may also disclose PHI to our business associates for the treatment, payment of healthcare operations, or to other healthcare providers when such PHI is required for them to treat you, receive payment for service they render to you, or conduct certain health care operations, such as quality assessment and improved activities.

**Specific Authorization required for other uses and disclosures**

Other uses and disclosures of your projected health information will only be made with your written authorization. This authorization will only allow the use or disclosure of the specific information detailed on the authorization form you provide. Any specific authorizations you request will remain in effect till you revoke the authorization in writing. Some examples include, but are not limited to; marketing activities, the use or disclosure of psychotherapy records in our possession, transferring of your child's medical records in our possession to other doctors and in some instances for research purposes

**Other uses and disclosures may be made without your authorization**

The following are situations where this office may use or disclose your PHI without your consent or authorization

- As required by law, court orders, a legal process, or government agencies
- For matters of public health for the purpose of controlling disease as dictated by law
- Disclosures may be made to public health authorities in situations of suspected abuse or neglect
- Disclosures to Institutional Review Boards of your de-identified information for the purpose of medical research

**Patient Rights effective April 14, 2003**

- In general, you will have the right to look at or receive a copy of your protected health information. Request for this information must be in writing and detail the information you are requesting. Some exceptions include but are not limited to: psychotherapy notes, information compiled for use in civil, criminal, or administrative proceedings. There will be an administrated charge for expenses such as copies and staff time. Please allow 5 business days for copies to be make available.
- You have the right to request a restriction of the disclosure of your protected health information for treatment, payment or operations. This office is not required to agree to the request, but will do so at our discretion based on medical and business needs. This request may not apply in some emergency situations.
- You have the right to request to receive confidential communications from us by alternative means or to an alternative location. We will make every effort to honor reasonable requests. These requests must be submitted in writing.
- You have the right to request an accounting of the disclosures made of your protected health information by this office (after April 14, 2003). This only applies to disclosures made for purposes other than treatment, payment, and healthcare operations. Only one request a year will be allowed. There will be a charge for the preparation of this information.
- You have the right to request we amend your protected health information in your medical records. If you desire to amend your records, please submit a written request with changes outlined to the Privacy Officer. We will comply with your request unless we believe that the information that would be amended is accurate and complete and or other special circumstances apply.

- You may submit a written complaint to the Director, Office of Civil Rights of the US Department of Health and Human Services if you (1) are concerned that we may have violated your privacy rights, (2) disagree with a decision we made about access to your health information, (3) disagree with a response we made to a request to amend or restrict the use or disclosure of your health information or to have us communicate with you by alternative means or at alternative locations. We would ask that you first contact us regarding your problem and allow us the opportunity to resolve your issue. At no time will there be any retaliation against a family for filing a complaint.

### **Questions and Concerns?**

If you need additional information regarding our privacy practices, or have questions or concerns please contact our Privacy Officer at 972-566-5656. If you need to contact us by mail please send your written correspondence to:

*Pediatric Neurology of Dallas, 7777 Forest Lane, A-317, Dallas, Texas 75230.*

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