

Highlands Family Medicine Notice of Privacy Practices

- This notice describes how your information may be used and disclosed, and how you can access this information. Please review it carefully.
- At Highlands Family Medicine, we have always kept your health information secure and confidential. HIPAA law also requires us to continue maintaining your privacy, to give you this notice and to follow the terms of this notice.
- The law permits us to use and disclose your health information to those involved in your treatment. For example, a specialist whom we may involve in your care may review your file.
- We may use or disclose your health information for payment of your services. For example, we may send a report of your progress to your insurance company.
- We may use or disclose your health information for our normal healthcare operations. For example, one of our staff will enter your information into our computer or EMR.
- We may share your medical information with our business associates, such as a billing service. We have a written contract with each business associate that requires them to protect your privacy.
- We may use your information to contact you. For example, we may send test results or other information. We may also want to call and remind you about your appointments. If you are not home, we may leave your appointment information on your voicemail or with the person who answers the telephone.
- In an emergency, we may disclose your health information to family members or other persons responsible for your care.
- We may release some or all of your health information when required by law.
- If this practice is sold, your information will become the property of the new owner.
- Except as described above, this practice will not use or disclose your health information without your prior written authorization.
- You may request in writing that we not use or disclose your health information as described above. We will let you know if we can fulfill your request.
- You have the right to know of any use and disclosure we make with your health information beyond the above normal uses.
- As we will need to contact you from time to time, we will do our best to use the address or telephone number you prefer.
- You have the right to transfer copies of your health information to another practice.
- You have the right to see and receive a copy of your health information, with a few exceptions. Give us a written request regarding the information you want to see. If you also want a copy of your records, we may charge you a reasonable fee for the copies.
- You have the right to request an amendment or change to your health information. Give us your request in writing to make these changes. If you wish to include a statement in your file, please give it to us in writing. We may or may not make the changes you requested, but will be happy to include your statement in your file. If we agree to an amendment or change, we will not remove or alter earlier documents, but will add new information.
- You have the right to receive a copy of this notice.
- If we change any details of this notice we will notify you of the changes in writing.
- For more information or assistance regarding your health information privacy, please contact our Privacy Officer, Wendy Garduno at 303-940-2270.
- If you believe your privacy rights have been violated, you may file a written complaint at our office. You may then deliver the complaint to Wendy Garduno, our Privacy Officer. You will not be retaliated against for filing a complaint.
- Additionally, you may file a complaint in writing with the office for civil rights. U.S. Department of Health and Human Services, 999 18th St, Suite 417, Denver CO 80202. Attn: Regional Manager.
- Please advise the front desk if you would like a copy of this form.
- This notice is effective as of April 14, 2003.