

Office Number 225-323-8279| Fax 225-529-2369| Email info@missbsbutterfies.com 1200 South Acadian Thruway STE 217 Baton Rouge, Louisiana 70806

# New Patient Registration Information



Welcome and thank you for choosing Miss B's Butterflies ABA, PT, OT, and ST Services, LLC. to provide services to your child, your most valuable gift. We value all of our clients and are committed to providing you with high quality evidence-based therapy services.

This packet includes all of the new patient forms that will need to be completed in order for us to assist with your care.

- 1. Medical History
- 2. Financial
- 3. Payment Policy
- 4. Insurance Signature on File
- 5. Patient Agreement: Medicaid, Medicare and Insurance Policies
- 6. Telepractice Consent and Requirements
- 7. Attendance Policy
- 8. Medical Release Form
- 9. HIPAA Policy
- 10. Media Permission

Please take a few moments prior to your appointment to review and complete the registration forms. We ask that you fax or email this packet to the following secure sites:

Fax: (225)529-2369 Email <u>info@missbsbutterflies.com</u>

If you have any questions, please call the practice at 225-323-8279 and we will be happy to assist you.

Sincerely,

Miss B's Butterflies ABA, PT, OT, and ST Services, LLC.



<u>CASE HISTORY</u> Medical History (Children Ages 0-21)

cinia 3 1ve	ame First		ddle		La	st
Date of Bi	irth	Age _		Male	Female	
Chronolog	gical Age:	_ (OFFICE USE ONLY)				
Address _						
S	treet Address					
	City	Sta	te		Zip	Code
1) Le	egal Guardian		I	ЮВ		Age
R	elationship to child	·	Phone Number			
O	ccupation		Highest Education I	Level		
Eı	mail					
2) Le	egal Guardian		DC	В		Age
Re	elationship to child		Phone Number			
O	ccupation		Highest Educat	ion Level _		
Eı	mail					
Child's Sc	ocial Security Number: _	<del>-</del> <del>-</del>	Ethnicity		<del></del>	
Who does	the child reside with? _	Mother	Father	Bo	oth Parents	Othe
Is this chil	ld adopted?	yesno Child's	Race/Ethnicity			
Who refer	red you to our office?					
Pediatricia	an's name					
Name of o	office and address:					
		Stata	Zip			



<b>Medication</b> (s)	Dosage	Frequency
Medications (Include prescription drugs,	over the counter meds, vitamins, and hor	neopathic
Allergies/Reactions:		
Diagnoses (Any known medical diagnosi	s or medical condition, with dates of diag	gnosis if known):
EMERGENCY CONTACT:		
NAME		
PHONE	Relationship _	
_	the purpose of insurance certification or understand that all practices of confiden	
Parent/Legal Guardian Signature	Date	<b>;</b>



### FAMILY HISTORY Ages 0-21

Are there any languages other than English spoken in the home?Yes		
Speech/Language Difficulties Yes No Family Member(s)  Learning Disabilities (ex dyslexia) Yes No  Hearing Impairment/Deafness Yes No  Languages  Are there any languages other than English spoken in the home?Yes		Age
Speech/Language Difficulties Yes No Family Member(s)  Learning Disabilities (ex dyslexia) Yes No  Hearing Impairment/Deafness Yes No  Languages  Are there any languages other than English spoken in the home?Yes		
Speech/Language Difficulties Yes No Family Member(s)  Learning Disabilities (ex dyslexia) Yes No  Hearing Impairment/Deafness Yes No  Languages  Are there any languages other than English spoken in the home?Yes		
Speech/Language Difficulties Yes No Family Member(s)  Learning Disabilities (ex dyslexia) Yes No  Hearing Impairment/Deafness Yes No  Languages  Are there any languages other than English spoken in the home?Yes		
Learning Disabilities (ex dyslexia)  Hearing Impairment/Deafness  Yes No  Languages  Are there any languages other than English spoken in the home?Yes		
Hearing Impairment/Deafness Yes No  Languages  Are there any languages other than English spoken in the home?Yes		
Languages  Are there any languages other than English spoken in the home?Yes		
Languages  Are there any languages other than English spoken in the home?Yes  If yes, what languages?		
If yes, what languages?	No	
Does the child speak this language?YesNo		
Does the child understand this language?YesNo		
Which language does the child prefer to speak at home?		
At school?	(if applicable)	
Reason for Referral/Services		
EvaluationTreatmentEvaluation and Treatment		
What concerns do you have in regards to your child's speech and language skills?		



Birtl	h History
Pregnancy/Delivery: Length of Pregnancy: Bi	orth Weight:
Birth was: Vaginal Cesarean Breech Multiple B	-
Was your child in the Neonatal Intensive Care Unit (NICU)	
Why?	•
B. At Birth: Normal: Yes No	
Jaundiced: Yes No	
Cyanotic (blue): Yes: No Othe	er (list)
Were there any feeding problems? Yes No	
Are there any feeding problems at this time? Yes	No If yes, please explain
<u>Developmenta</u>	el History
<b>Motor Development Milestone</b>	List age
Sat unsupported	
Crawled	
Walked	
Fed Self	
Toilet Trained	
Other:	
Check if your child: Falls or loses balance easily F	Has difficulty eating Has difficulty swallowing
Speech/Language Development Milestone	List age
Babbled	
Used first word	
Put words together	



How does your child currently communicate? For example, gestures, single words, phrases, complete sentences?

Speech/Language Development Milestone				
How does your child's voice s	ound? NormalToo high pitchedToo low pitchedHoarseNasal			
•	k sounds or words? Yes No			
•	viors related to stuttering? Yes No			
	making any particular speech sounds? Yes No If so, which			
	, have trouble understanding your child? Yes: No			
•	vare of speaking differently from others? Yes No If so,			
•				
	any difficulty understanding speech or directions? Yes No If so,			
•				
	or her communication difficulties? Yes No			
Check any of the following t	hat apply to your child:			
Sucking problems	Swallowing problems Feeding problems			
	Attention Deficit Disorder Tourette's Syndrome			
	Pervasive Developmental Disorder Auditory Processing Disorder			
Seizure Disorder	Hearing Loss Frequent ear infections			
PE Tubes	Hearing Aids Autism			
Cleft Lip and/or Palate	Pierre Robin Sequence Down syndrome			
Developmental Delays	Asperger Syndrome			
Does your child have any other	er medical problems? Yes No			
Please specify				
D 1				
Do you have any other concer	ns about your child? Yes No If yes, please explain			



Release of Information	
Client's Name	DOB/
Please initial the following:	
I hereby authorize any prior or present treating physician, the institution, to release all of medical information by any means of commerce, OT, and ST Service, LLC.	-
I authorize the release of information to include the diagnosis, claims information. This information may be released to:	, records; evaluation rendered to me and
Spouse	
Child(ren)	
Other	
Information is not to be released to anyone.	
MESSAGES	
Please call my house my work my cell	l phone number
If unable to reach me: you may leave a detailed message	
please leave a message asking me to return your call	
Parent/Legal Guardian Name (PRINT)	
Parent/Legal Guardian Signature	
Date	
Witness	
**If your child has an IEP through his/her school, please by your child has a neuropsych evaluation or any additional to records.**	



This Release of Information will remain in effect until terminated by me in writing.

### **HIPAA SIGNATURE**

ACKNOWLEDGMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES (HIPAA): I acknowledged that I have viewed, read, and understand the HIPAA Policy (attached at the end of this packet) and have been informed of my rights as a patient or parent/guardian.

Print name		
Patient/Legal Guardian		
Signature		
Signature Date		



### **Financial Policy**

Thank you for choosing our private practice to serve you. We are committed to providing you with the highest quality care. Please know that the timely payment of your bill is an integral part of our service and as such, this payment policy is an agreement between you and Miss B's Butterflies, ABA, PT, OT, and ST Services, LLC. for payment of services provided. By signing this policy, you are agreeing to pay for services provided to you or your family member. As a client of Miss B's Butterflies, ABA, PT, OT, and ST Services, LLC. you are required to carefully review and sign our payment policy.

- Your bill is based on the services you received. You are responsible for paying the bill if your insurance company does not cover all the costs. What your health insurance covers is based on an agreement between the company, or person who employs you, and the insurance company. You must pay any co-payment, deductible or any amount that is not covered by your insurance at the time you receive the service.
- Should your insurance coverage change, our office should be notified within 30 days of the effective date and the card or stickers should be available for copying. If you fail to provide us this information, your account and all future balances will be your responsibility. We will no longer bill insurance and you will be responsible for submitting claims to your insurance. Payment will also be due at the time of service in full.
- Our fees are generally considered to fall within the acceptable range by most insurance carriers and therefore are covered up to the maximum allowance determined by each carrier. This applies to the companies who pay a percentage (such as 50% or 80%) of the usual, customary, and reasonable rate (UCR). This statement does not apply to companies who reimburse based on an arbitrary schedule of fees, which bears no relationship to the current standard and cost of care in this area.
- Not all services are a covered benefit in all contracts. Some insurance companies arbitrarily select certain services they will not cover. These particular services, if any, are your responsibility. Please note insurance companies may indicate the services were not medically necessary and claim that they will not pay the balance. You will be billed for the services. This office cannot accept responsibility for negotiating settlements on disputed claims.
- You need to contact your insurance company with any questions about what they will cover. As a courtesy to our clients, we will bill your insurance carrier; however, we cannot guarantee payment in a timely manner. If for any reason any portion of a bill is not paid by your insurance within 30 days from the date of service, you agree to make arrangements for prompt payment.



by it.

### **Financial Policy**

We know that temporary financial problems can sometimes prevent you from making a
payment on your account on time. If this happens, you need to contact us at 225-663-6794
at once so we can help you with this problem. Miss B's Butterflies ABA, PT, OT, and ST
Services, LLC. will help to arrange a budget plan. If there is a need, we will help you to
apply for Medical Assistance or our own Hardship Program.

Any bill not paid by the date it is due will be sent to a collection agency.

### IF YOU DO NOT HAVE HEALTH INSURANCE

Miss B's Butterflies ABA, PT, OT, and ST Services, LLC. will provide service at a discounted rate. All payments must be made prior to each therapy session.

# Please initial the following statements: \_\_\_\_\_ I have checked with my insurance company prior to this therapy visit and assert that I have obtained the necessary information regarding limits of coverage, co-pays, and co-insurance. \_\_\_\_ I give Miss B's Butterflies ABA, PT, OT, and ST Services, LLC permission to submit bills directly to the insurance carrier. I hereby understand the above financial policy and agree to abide

### NOTICE TO PATIENTS WITH MEDICAID INSURANCE

Miss B's Butterflies ABA, PT, OT, and ST Services, LLC. will verify and bill medicaid for service. Please check the Louisiana Medicaid Policy regarding financial policies for members at <a href="https://ldh.la.gov/index.cfm/subhome/1">https://ldh.la.gov/index.cfm/subhome/1</a>.



### **Insurance**

Patient Name:		Date of Bi	rth:	_Gender: □M □F
Address:				
City, State:				
Home Phone:				
Marital Status: □Single □Married □Other: _				
Work Status: □Employed □Full-Time □				
Relationship to Subscriber:   Self   Spouse (If different from above)	□Child □Other _			
Subscriber's Name: DOB:				
Subscriber's Address:				
City, State, Zip:			Zip	
Home Phone:				
Primary Insurance Company	ipplicable) :			
Employer's Name:		Plan Name:		
Secondary Insurance Company Subscriber's ID # (please include prefix if a Group#: Employer's Name:	applicable) :	Plan Name:	_	
Were you referred by another healthcare pro	ovider? If so, pl	ease provide the follo	owing inform	ation:
Referring provider's name				
Clinic Name				
Phone Number				
I understand, as the patient and/or above me of all charges incurred. I authorize my insur for services rendered. I understand I am fina non-authorized services. I authorize Marla I my insurance company with regards to payr	rance benefits to ancially respons Bellinger, M.S. (	be paid directly to Mible for any deductible CCC-SLP to release a	Iarla Bellinge les, non-cove	er, M.S.CCC-SLP red services or
Signatura		Doto		
Signature:		Date:		



### **Payment Policy**

### Please read the following information carefully:



### **Patient Agreement**

Miss B's Butterflies ABA, PT, OT, and ST Services, LLC offers Speech-Language Pathology, Occupational Therapy, Physical Therapy, and Applied Behavior Analysis services for clients referred to our practice. We are a licensed provider who develops individualized treatment plans to identify the services that will best suit the patient's therapy needs. We will also work with your primary care practitioner to coordinate your care.

Following the initial assessment visit(s), we develop a specific plan of care (POC) for review and approval by your referring provider. Once the clients' referring provider signs the (POC), we can begin working with your family to improve your loved one's condition. We want to provide our patient's the highest quality of care.

We require certain information from each patient in order to begin providing care. The attached forms need to be completed in order for us to begin service. Please do your best to complete all the information. If certain information does not apply, please indicate that by noting "N/A" ("Not Applicable") so that we know that you did not overlook anything.

Each healthcare insurance payor has different guidelines for allowing coverage of speech language pathology, occupational therapy, physical therapy, and/or ABA services. It is helpful if you let us know your healthcare payor when starting service so that we may find out if prior authorizations are needed. If the patient is a Medicaid beneficiary, please ask your primary care provider to send us a referral for your initial assessment to fulfill Medicaid requirements. If your healthcare insurance payor does not cover speech-language pathology, occupational therapy, physical therapy, and applied behavior analysis services, you are welcome to make self pay arrangements for the usual and customary pricing of our services.

## MEDICAID & PRIVATE INSURANCE CO-PAYMENTS, DEDUCTIBLES, AND NON COVERED SERVICE

Private insurance companies may have limits on the amount of Speech-Language Pathology, Occupational Therapy, Physical Therapy, and Applied Behavior Analysis services covered. Once you have exceeded the financial limit of your benefits and you do not have additional healthcare coverage, you are responsible for the payment of services. Additionally, private healthcare

Insurance payors have deductibles and copayments for speech language pathology services that are the responsibility of the patient.

While this practice will not discontinue the patient's services for financial hardships, it is expected that clients pay at the time of service and/or set up payment arrangements.



### COLLECTION OF PAST DUE ACCOUNTS

We communicate with our clients' parents/guardians to resolve past due accounts in all cases. If we cannot reach a patient's parent/guardian by phone following the return of undeliverable mail, or if a patient payment agreement cannot be made or paid as agreed, we are forced to use the services of a professional collection. Once an account is placed with a collection , we cannot take the account back. Please let us know when or if your patient contact information changes so that we can always reach you, if needed, to discuss past due accounts.

### FINANCIAL AGREEMENT

New clients approved for speech language pathology, occupational therapy, physical therapy, and/or ABA services are responsible for any and all charges not paid for by healthcare insurance payors (Medicaid, private health insurance carriers, etc.). By signing this patient agreement, you are acknowledging that you understand this condition of service and commit to promptly paying Miss B's Butterflies ABA, PT, OT and ST Services, LLC. for the services we provide to you, our valued customer. Following the receipt of your monthly patient statement, please contact our practice to make payment arrangements. We accept cash, personal checks, money orders, and credit cards (VISA, MasterCard, and Discover Card); we also make credit card pre-payment arrangements for anticipated monthly patient balances. We also are willing to make reasonable payment arrangements to keep your account current. Please contact our Billing Office at 225-663-6794..

### QUALITY ASSURANCE & COMPLAINT RESOLUTION

Should you or your child's caregiver experience a situation that requires the attention and resolution of a Supervisor and/or Manager, please contact our practice either in writing or by phone at 225-663-6794. A member of our management team will interact with you to reach a resolution of any identified situation where our quality of service has been compromised. We use such situations to alert us to improvements we can make to better serve all our clients.

### PATIENT STATEMENT OF AGREEMENT

My signature below signifies that I have read and understand this patient agreement for Miss B's	3
Butterflies ABA, PT, OT and ST Services, LLC. to provide me speech language pathology,	
occupational therapy, physical therapy, and/or applied behavior analysis services. I agree	e to
the terms in this patient agreement and intend to comply with them to the best of my ability. I understand that if I fail to follow the terms of this agreement, I could be discharged from service	e.
Name of client	
Parent/Legal Guardian Signature	
Signature Date	



### **Telepractice Information and Consent**

Telepractice is the delivery of therapy services using distance technology, typically computers, when the clinician and patient/client are not in the same physical location. Miss B's Butterflies ABA, PT, OT and ST Services, LLC. Agency, LLC provides therapy services through telecommunication technology by linking clinician to client. We facilitate the remediation of disorders through assessment, intervention and treatment. Additionally, we equip our clients with the strategies, techniques and resources they require to achieve their goals.

### Potential Benefits:

- 1. Allow for remote therapy services either by choice or when in-person services aren't available.
- 2. Provide education and support to caregivers to foster carryover.
- 3. Allow for greater convenience for all parties and reduction of cancellations.

Potential Risks: As with any service, there may be potential risks associated with the use of telepractice. These risks include, but may not be limited to:

- 1. Quality and strength of Internet connection may vary and/or may not be sufficient for high-quality video and audio to allow for effective interaction.
- 2. Security protocols of the Internet-based programs could fail, causing a breach of privacy of confidential clinical/medical information.

We provide speech therapy services to children ages birth to 18 years of age, using a variety of software and assessments are used to chart progress and determine which approaches work best to increase the client's skills. Treatment plans are tailored to meet your specific needs. Each client will receive direct instruction in home to effectively use strategies and techniques to generalize skills beyond the therapy context.

Surveys will be provided to determine the amount of support required to facilitate the best therapy experience as possible. Factors that will be considered include: availability of technology, ability to complete home programming, conducive environment for telepractice, and caregiver support to facilitate and operate technology and transmission. (ASHA, 2020)

### **Telepractice Requirements:**

The patient must have access to the following components to have a successful experience.

- 1. Wifi and internet connection: You must have internet to be able to connect to online therapy sessions.
- 2. Computer, laptop, iPad or other electronic device: You must have an electronic device that has a camera in order to stream sessions. A computer or laptop is preferred.
- 3. Have an email address: Secure Email will be the armory mode of communication. Materials, resources and home programming will also be provided in your email.



- 4. Connect to my Google Meet or Zoom therapy space: You must be able to access my virtual therapy space. A link will be provided in your email that will take you straight to our zoom meeting.
- 5. Caregiver Present: A caregiver must be present for children or anyone who requires supervision and facilitation. This applies to clients who can not operate the computer and devices alone.
- 6. Must have an email address so you can have access to link to receive services.

 I have the basic components for online therapy as listed above.
 I do not have the basic components for online therapy as listed above.

### **Consent:**

By signing this form, I understand and agree with the following:

- The laws that protect the privacy and confidentiality of health information also apply to telepractice. Information obtained during telepractice sessions will not be given to anyone without my consent.
- As with any Internet-based communication, I understand that there is a risk of security breach.
- I have the right to withhold or withdraw my consent to the use of telepractice.
- I have the right to inspect any information obtained and/or recorded through telepractice.
- I may expect the anticipated benefits from the use of telepractice, but I understand that no results can be guaranteed.
- I have the right to inspect any information obtained and/or recorded through telepractice.
- I may expect the anticipated benefits from the use of telepractice, but I understand that no results can be guaranteed.
- I have read and understand the information provided above regarding telepractice, and all of my questions have been answered to my satisfaction.
- I hereby consent to the use telepractice in the provision of speech therapy services.

Client's Name	Date
Parent/Caregiver Name	Date
Witness	



### **Attendance Policy**

You are expected to attend **every session t**hat is scheduled. A 24 hour notice is required for rescheduling or canceling for an appointment. Please discuss schedule changes at the end of your appointment with your therapist. We understand occasional changes are necessary due to illness, vacations, etc. Again, please call our office within 48 no later than 24 hours of a scheduled appointment if you need to cancel or reschedule that appointment.

	ged \$25.00 for missing the session. \$1 will be incurred for each minute of These fees are not covered in insurance.
I understan	nd it is my responsibility to communicate with my therapist of any schedule ent cancellations.
I understand	that I am responsible for "No-Show" and tardiness fees
Parent/patient signature	
Date	



### Discharge Criteria

It is the policy of Miss B's Butterflies ABA, PT, OT and ST Services, LLC. Agency, LLC. to discharge clients who meet any of the following criteria: no longer demonstrate need for intervention; do not appear to benefit from continued services; are not meeting financial responsibilities to Miss B's Butterflies ABA, PT, OT and ST Services, LLC. Agency, LLC.; do not meet the required attendance; are removed at the request of the caregiver; or are removed at the discretion of the (including for safety reasons).

### . • No Longer Demonstrates Need:

If the patient has demonstrated sufficient progress in therapy and testing reveals their skills are at age- appropriate or at functional levels (i.e., no further intervention is indicated), the therapist will review the patient's progress with the caregiver and plan a discharge date.

### • Does Not Appear to Benefit:

Progress in therapy is reviewed on a continuous basis. If the patient does not meet therapy goals and/or does not demonstrate progress on re-evaluation after six months in therapy, the treating therapist will discuss the lack of progress and the treatment plan with their clinical supervisor and the patient's caregiver. They may revise the treatment plan to better fit the patient's needs at any time. If the patient does not meet therapy goals and/or does not demonstrate progress on a re-evaluation during the second six month treatment period, the treating therapist will discuss the treatment plan with their clinical supervisor and the child's caregiver. An interdisciplinary team review shall be initiated. This discussion will include the possibility of revising the treatment plan, increasing or decreasing the frequency of sessions, and discharge if no progress continues to be noted.

### PHOTO PERMISSION

Please initial the following OPTIONAL statements:
I give permission for photos/videos of the patient to be used for the purposes of treatment, education, and documentation.
I give permission for photos/video of the patient to be used for advertising, brochure, and/or webspace.



### **TECHNOLOGY PERMISSION**

Please initial the following OPTIONAL statements:

\_\_\_\_\_EMAIL: I give permission to Miss B's Butterflies ABA, PT, OT and ST Services, LLC.
Agency, LLC to correspond with the patient, guardians and care team via e-mail regarding
treatment, documentation, and home programming. I understand that Miss B's Butterflies ABA, PT,
OT and ST Services, LLC. An email is encrypted internally; however once an email is sent
externally, correspondence may potentially be intercepted by an outside party.

\_\_\_\_\_TEXT: I authorize Miss B's Butterflies ABA, PT, OT and ST Services, LLC. to send text
messages to my cell phone related to the patient's therapy. I understand that communication via text
message is not secure and may potentially be intercepted by a third party. I understand that standard
data and text messaging rates will apply to any messages received from Miss B's Butterflies ABA,
PT, OT and ST Services, LLC. Agency, LLC. I agree not to hold

Miss B's Butterflies ABA, PT, OT and ST Services, LLC. Agency, LLC. is not liable for any electronic messaging charges or fees generated by this service. I understand that Miss B's Butterflies ABA, PT, OT and ST Services, LLC. send text messages to my cell phone that are not secure and potentially could be intercepted by an outside party.



### AUTHORIZATION AND CONSENT FOR EVALUATION, TREATMENT, AND OPERATIONS

AUTHORIZATION AND CONSENT FOR EVALUATION, TREATMENT, AND OPERATIONS:
Please initial the following statements:
I hereby give Miss B's Butterflies ABA, PT, OT and ST Services, LLC. Agency, LLC. permission to evaluate and treat me and I understand there will be written, oral, and electronic
communication between care providers/physicians, insurance companies, and Miss B's
Butterflies ABA, PT, OT and ST Services, LLC. staff.
Patient/Legal Guardian Signature
Data



# HIPAA POLICY NOTICE OF PRIVACY PRACTICES

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.

The Health Insurance Portability & Accountability Act of 1996 (HIPAA) is a federal program that requires that all medical records and other individually identifiable health information used or disclosed by us in any form, whether electronically, on paper, or orally, are kept properly confidential. This Act gives you, the patient, significant new rights to understand and control how your health information is used. We are required by law to maintain the privacy of your protected health information and to provide you with notice of our legal duties and privacy practices with respect to protected health information. HIPAA provides penalties for covered entities that misuse personal health information.

As required by HIPAA, we have prepared this explanation of how we are required to maintain the privacy of your health information and how we may use and disclose your health information.

**Treatment** means providing, coordinating, or managing health care and related services, by one or more health care providers. An example of this would include a physical examination.

**Payment** means such activities as obtaining reimbursement for services, confirming coverage, billing or collections activities, and utilization review. An example of this would be sending a bill for your visit to your insurance company for payment.

**Health care operations** include the business aspects of running our practice, such as conducting quality assessment and improvement activities, auditing functions, cost-management analysis, and customer service. An example would be an internal quality assessment review.

We may create and distribute de-identified health information by removing all references to individually identifiable information.

We may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

Any other uses and disclosures will be made only with your written authorization. You may revoke such authorization in writing and we are required to honor and abide by that written request, except to the extent that we have already taken actions relying on your authorization.

You have the following rights with respect to your protected health information, which you can exercise by presenting a written request to the Privacy Officer:

The right to request restrictions on certain uses and disclosures of protected health information, including those related to disclosure to family members, other relatives, close personal friends, or any other person identified by you. We are, however, not required to agree to a requested



restriction. If we do agree to a restriction, we must abide by it unless you agree in writing to remove it.

The right to reasonable requests to receive confidential communications of protected health information from us by alternative means or at alternative locations.

The right to inspect and copy your protected health information.

The right to amend your protected health information.

The right to obtain a paper copy of this notice from us upon request.

This notice is effective as of April 14, 2003 and we are required to abide by the terms of the Notice of Privacy Practices currently in effect. We reserve the right to change the terms of our notice of Privacy Practices and to make the new notice provisions effective for all protected health information that we maintain. We will post and you may request a written copy of a revised Notice of Privacy Practices from this office.

You have recourse if you feel that your privacy protections have been violated. You have the right to file written complaints with our office, or with the Department of Health & Human Services, Office of Civil Rights, about violations of the provisions of this notice or the policies and procedures of our office. We will not retaliate against you for filing a complaint.

Please contact the following for more information:

The U.S. Department of Health & Human Services Office of Civil Rights 200 Independence Avenue, S.W.

Washington, D.C. 20201

(202) 619-0257

Toll Free: 1-877-696-677