

Effective Date of Notice: 07-13-2009

NOTICE OF PRIVACY PRACTICES

Concept Eye Care, LTD
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THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW CAREFULLY.

We respect our legal obligation to keep health information that identifies you private. We are obligated by law to give you notice of our privacy practices. This Notice describes how we protect your health information and what rights you have regarding it.

TREATMENT, PAYMENT, HEALTH CARE OPERATIONS

The most common reason why we use or disclose your health information is for treatment, payment, or health care operations. Examples of how we use or disclose information for treatment purposes are: setting up an appointment for you; testing or examining your eyes; prescribing glasses; contact lenses; or eye medications and faxing them to be filled; showing you low vision aids; referring you to another doctor or clinic for eye care or low vision aids or services; or getting copies of your health information from another professional that you may have seen before us. Examples of how we use or disclose your health information for payments purposes are; asking about your health or vision care plans, or other sources of payment; preparing and sending bills or claims; and collecting unpaid amounts (either ourselves or through a collection agency or attorney). "Health care operations" mean those administrative and managerial functions that we have to do in order to run our office. Examples of how we use or disclose your health information for health care operations are; financial or billing audits; internal quality assurance; personal decisions; participation in managed care plans; defense of legal matters; business planning; and outside storage of our records.

We routinely use your health information inside our office for these purposes without any special permission. If we need to disclose your health information outside of our office for the reasons, (we will) (we usually will not) ask you for special written purposes.

USES AND DISCLOSURES FOR OTHER REASONS WITHOUT PERMISSION

In some limited situations, the law allows or requires us to use or disclose your health information without your permission. Not all of these situations will apply to us; some may never come up in our office at all. Such uses or disclosures are:

- When a state or federal law mandates that certain health information be reported for a specific purpose.
- For public health purposes, such as contagious disease reporting, investigation or surveillance; and notices to and from the federal Food and Drug Administration regarding drugs or medical devices;
- Disclosures to governmental authorities about victims of suspected abuse, neglect, or domestic violence.
- Uses and disclosures for health oversight activities, such as for the licensing of doctors; for audits by Medicare or Medicaid; or for investigation of possible violations of health care laws;
- Disclosures for judicial and administrative proceeding, such as in response to subpoenas or orders of courts or administrative agencies;
- Disclosures for law enforcement purposes, such as to provide information about someone who is or is suspected to be victim of a crime; to provide information about a crime at our office; or to report a crime that happened somewhere else;

- Disclosures to a medical examiner to identify a dead person or to determine the cause of death; or to a funeral directors to aid in a burial; or to organizations that handle organ or tissue donations;
- Uses or disclosures for health related research
- Uses and disclosures to prevent a serious threat to health and safety
- Uses or disclosures for specialized government functions, such as for the protection of the President or high ranking government officials; for lawful; national intelligence agencies; for military purposes; or for the evaluation of members of the foreign services;
- Disclosures of de-identified information
- Disclosures relating to worker's compensation programs;

- Disclosures of “limited data set” for research, public health, or health care operations;
- Incidental disclosures are an unavoidable by-product of permitted uses or disclosures;
- Disclosures to “business associates” who perform health care operations for us and who commit to respect of privacy of your health information;
- (Specify other uses and disclosures affected by state law)

Unless you object, we will share relevant information about your care with family or friends who are helping you with your eye care.

APPOINTMENT REMINDERS

We may call or write to remind you of a scheduled appointment, or that it is time to make a routine appointment. We may also call or write to notify you of other treatments or services available at our office that might help you. Unless you tell us otherwise, we will mail you an appointment reminder on a post card, and or leave you a reminder message on your home phone answering machine or with someone who answers your phone if you are not home.

OTHER USES AND DISCLOSURES

We will not make any other uses or disclosures of your health information unless you sign a written “authorization form”. The content of an “authorization form” is determined by federal law. Sometimes, we may initiate the authorization process if it’s your idea for us to send your information to someone else. Typically, in this situation you will give us a properly completed authorization form, or you can use one of ours.

If we initiate the process and you ask to sign an authorization form, you do not have to sign it. If you do not sign the authorization, we cannot make or use or disclose. If you do sign one, you may revoke it at any time unless we have already acted in reliance upon it. Revocations must be in writing. Send them to the office contact person named at the beginning of this Notice.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

The law gives you many rights regarding your health information. You can:

- Ask us to restrict our uses and disclosures for the purposes of treatment (except emergency treatment), payment or health care operations. We do not have to agree to do this, but if we agree we must honor the restrictions that you want. To ask for a restriction, send a written request to the office contact person at the address, fax or e-mail shown at the beginning of this Notice.
- Ask us to communicate with you in a confidential way, such as phoning you at work rather than at home, by mailing health information to a different address, or by sending an email to a personal email address. We will accommodate these requests if they are reasonable, and if you pay us for any extra cost. If you want to ask for confidential communications, send a written request to the office contact person at the address, fax or e-mail shown at the beginning of this Notice.
- Ask to see or get copies of your health information. By law, there are a few limited situations in which we can refuse to permit access or copying. For the most part, however, you will be able to review or have a copy of your health information within 30 days of asking us (60 days if the information is stored offsite). You may have to pay for photocopies in advance. If we deny any request, we will send you a written explanation, and instructions about how to get an impartial review of our denial if one is legally available. By law, we can have one 30 day extension of the time for us to give you access or photocopies if we send you a written notice of the extension. If you want review or get review or get photocopies of your health information, send a written request to the office contact person at the address, fax or e-mail shown at the beginning of this Notice.
- Ask us to amend your health information if you think that it is incorrect or incomplete. If we agree, we will amend the information within 60 days from when you ask us. We will send the corrected information to persons who we know got the wrong information, and others that you specify. If we do not agree, you can write a statement of position, and we will include it in your health information, we will send it along whenever we make a permitted disclosure of your health information. Bylaw, we can have one 30 day extension of the request for amendment if we notify you in writing of the extension. If you want to ask us to amend your health information, send a written request to the office contact person at the address, fax or e-mail shown at the beginning of this Notice.
- Get a list of disclosures that we may have made of your health information within the past 5 years (or shorter period if you want). Bylaw, the list will not include: disclosures for purposes of treatment, payment or health care operations; disclosures without your authorization; incidental disclosures; disclosures required by law; and some other limited disclosures. You are entitled to one such list per year without charge. If you want more frequent lists, you will have to pay for them in advance. Get additional paper copies of this Notice of Privacy Practices upon

request. It does not matter weather you get one electronically or in paper form already. If you want additional paper copies, send a written request to the office contact person at the address, fax or e-mail shown at the beginning of this Notice.

OUR NOTICE OF PRIVACY MATTERS

Bylaw, we must abide by the terms of this Notice of Privacy Practices until we choose to change it. We reserve the right to change this notice at any time as allowed by the law. If we change this notice, the new privacy practices will apply to your health information that we already have as well as to such information that we may generate in the future. If we change the Notice of Privacy Practices, we will post the new notice in our office, have copies available in our office, and post it on our Website.

COMPLAINTS

- If you think that we have not properly respected the privacy of your health information, you are free to complain to us or to the U/S. Department of Health and Human Services, Office for Civil Rights. We will not retaliate against you if you make a complaint. If you want to complain to us, send a written complaint to the office contact person at the address, fax or e-mail shown at the beginning of this Notice.

FOR MORE INFORMATION

If you want more information about our privacy practices, call or visit the office contact person at the address, fax, or email shown at the beginning of this Notice. If you prefer, you can discuss your complaint in person or by phone.

-----Tear Here -----

Acknowledgement of Receipt

I acknowledge that I received a copy of Cynthia Reynolds-Temple, O.D.'s Notice of Privacy Practices

Patient Name _____

Signature _____ Date _____