

Please read carefully and if you have any questions, please contact us at 877-929-0030.

Physicians and/or Otolologists and Associated Audiologists

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.

This Notice is effective January 6, 2014

Our Legal Duty

We are required by applicable federal and state law to maintain the privacy of your health information. We are also required to give you this Notice of Privacy Practices, our legal duties, and your rights concerning your health information described in this notice while it is in effect. We reserve the right to make changes in our privacy practices and terms of our Notice at any time, provided such changes are permitted by applicable law. We reserve the right to make the changes in our privacy practices and the new terms of our notice effective for all health information that we maintain, including health information we created or received before we made the changes. In the event that a change is made to the Notice, we will make the new Notice available upon request. We will promptly revise and distribute the Notice whenever there is a material change to the uses or disclosures, the individual's rights, our legal duties or other privacy practices stated in this Notice. You may request a copy of our Notice at any time. For more information about our privacy practices, or for additional copies of this notice, please contact our Privacy Officer.

Uses and Disclosure of Health Information

We may use and disclose your identifying health information for treatment, payment, and healthcare operations; some examples may include:

Treatment: We may disclose your health information to a physician or other healthcare provider providing treatment to you. We may use and disclose medical information about you to provide, coordinate or manage your healthcare and related services. This may include communicating with other healthcare providers regarding your treatment and coordinating and managing your healthcare with others.

Payment: We may disclose your health information to your insurance carrier(s), personnel of your respective nursing/care facility, powers of attorney, responsible parties or any person(s) responsible for your finances in order to obtain payment for otology and audiology services provided to you.

Healthcare Operations: We may use or disclose your health information in connection with our otology and audiology operations to the administrative entity coordinating the providing of your otology and audiology care. Otology and audiology operations include: quality assessment and improvement activities, reviewing the competence or qualification or evaluation of healthcare professionals, and providers to oversee, supervise, or dictate the professional activities of duly licensed physicians and/or otologists and associated audiologists. We may also disclose your health information to business associates who have signed a HIPAA business associate agreement.

Persons Involved In Care: We may use or disclose health information to notify or assist in the notification of a family member, your personal representative or other person(s) responsible for your care, of your location, your general condition, or death. If you are present, prior to use and disclosure of your health, we will provide you with an opportunity to object to such uses and disclosures. In the event of your incapacity or emergency circumstances, we will disclose health information based on a determination using our professional judgment disclosing only health information that is directly relevant to the person's involvement in your healthcare. We will also use our professional judgment and our experiences with common practices to make reasonable inferences of your best interest in allowing a person to obtain otology and audiology supplies or other similar forms for health information.

Non-Disclosure without Authorization: The following uses and disclosures of medical information about you will only be made with your authorization (signed permission): for marketing purposes, the sale of medical information about you, psychotherapy notes (if we maintain psychotherapy notes) or any other use not described in this Notice.

Required by Law: We may use or disclose your health information when we are required to do so by law.

Abuse or Neglect: We may disclose your health information to appropriate authorities if we reasonably believe that you are the possible victim of abuse, neglect, or domestic violence or the possible victim of other crimes. We may disclose your health information to the extent necessary to avert a serious threat to your health, well-being, safety, or the health or safety of others.

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National Security: We may disclose to military authorities the health information of Armed Force personal under certain circumstances. We may disclose to federal officials health information required for lawful intelligence, counterintelligence, and other national security activities. We may disclose to correctional institutions or law enforcement officials having lawful custody of protected health information of inmate or patient under certain circumstances.

Your Authorization: In addition to the examples above, you may give us written authorization to use your health information to disclose it to anyone for any purpose. If you provide an authorization, you may revoke this in writing at any time. Your retraction will not affect any use or disclosures permitted by your authorization while it was in effect. Unless you provide us with written authorization, we cannot use or disclose your health information for any reason except those reasons listed in this Notice.

Individual Rights: You have the right to view or obtain copies of your health information with limited exceptions (you must make a request in writing to obtain access to your health information). You may obtain a form to request access by using contact information listed at the end of this Notice. We may charge you a reasonable cost-based fee for expenses such as copies and administrative personnel time. You may also request access by sending us a letter to the address at the end of this Notice. If you request copies, we may charge you for administrative personnel time to locate and copy your health information, and postage if you request to have copies mailed to you. If you request an alternative format, we may charge you a cost-based fee for providing your health information in the request format, if approved.

- a. You have the right to request that we place additional restrictions on our use or disclosure of your health information. We are not required to agree with these restrictions, but if we do we will abide by our agreement (except in an emergency).
- b. You have the right to request that we communicate with you about your health information by alternative means or to alternative locations (you must make your request in writing). Your request must specify the alternative means or location, and provide satisfactory explanation how payment will be handled under alternative means or location you request.
- c. You have the right to request that we amend your health information (your request must be in writing, and it must explain why the information should be amended). We may deny your request under certain circumstances.
- d. You have the right to receive an accounting of disclosures of protected health information for the previous six years.

Right of Notification if a Breach of your Medical Information Occurs: You have the right to be notified in the event of a breach of medical information about you. If a breach of your medical information occurs, and that information is unsecured (not encrypted), we will notify you promptly.

Questions and/or Grievances

You may send questions to our office directly or to the Secretary of Health and Human Services. If you believe your privacy rights have been violated, you may file a complaint directly with our Privacy Officer or with the Secretary of Health and Human Services. You may request further information about the complaint process by notifying our Privacy Officer at the address below. We will not react against you in any way for filing a complaint.

Attention to: Privacy Officer
19820 N. 7th Street, Suite 290
Phoenix, AZ 85024
P: 1-877-929-0030
F: 1-877-929-0031

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Physicians and/or Otologists and Associated Audiologists

Patient Acknowledgement: Receipt of Privacy Notice

I, _____, hereby affirm that I have received a copy of the Notice of Privacy Practices from the Physicians and/or Otologists and associated Audiologists providing care under my Physician Limited Health Plan Policy for Otology. Under federal law, I am entitled to receive a copy of this Notice from my healthcare provider.

I understand that my signature on this Acknowledgement only signifies that I have received a copy of the Notice, and does not legally bind or obligate me in any way.

I understand that I am entitled to receive a copy of the Notice of Privacy Practices from my healthcare provider, whether I sign this Acknowledgement or not.

Patient Name: _____

Signature of Patient or Personal Representative

Name of Patient or Personal Representative

Date

Facility of Patient

Declination: _____

Reason for Declination

Name of Staff Member who Received Declination Notice

Signature of Staff Member

Date

Facility of Patient

19820 North 7th Street, Suite 290
Phoenix, AZ 85024

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Physicians and/or Otologists and Associated Audiologists

General Consent for Otology and Audiology Treatment

I, or the designated responsible party ("I"), do consent to receive otological and audiological services. This consent encompasses otological and audiological procedures including, but not limited to, diagnostic testing, rehabilitative treatment and the providing and servicing of hearing aids in the discretion of the physicians and/or otologists and associated audiologists.

I understand that the evaluation of the hearing system requires the use of specialized instrumentation. During the course of the evaluation, I understand that various earphones or earphone inserts (inserted into each ear canal) may be placed over my ears or in my ear canals. Acoustic (sound) signals will be delivered to the ears through either of these types of earphones. Some of the sounds will be loud, but scientific evidence has shown that these loud sounds will not cause any damage to the ear or to the hearing. I understand that the success of any hearing system or hearing aid will depend on many conditions and the improvement in hearing is not guaranteed.

In the case of fitting for amplification (hearing aids), I consent to the placement of foam or cotton blocks into each external ear canal; as well as the placement of molding material to make ear impressions. I understand that wearing hearing aids involves an adjustment period where there may be soreness and irritation.

Your physicians and/or otologists and associated audiologists may decide it would be best to remove ear wax from your ear canal. Removing ear wax is something that should be done by a professional. The process of wax removal can involve discomfort, bleeding, hearing loss and tinnitus. It is not without risk. Certain risk factors may make it more likely for you to incur complications such as bleeding, ear drum rupture and irritation. These complications may occur even if you have no risk factors but these complications are not life threatening. If you decide you do not want to have your wax removed at any time, you may stop the procedure.

Your physicians and/or otologists and associated audiologists will provide your otology and audiology care in conjunction with the recommendation of your medical physician when necessary.

I have read and understand the above and give my consent to have recommended otology and audiology treatment.

Patient Name: _____

Patient Signature or Responsible Party: _____

Date: _____

Facility Name: _____