

We will use your health information for routine health care operations.

For example: Members of the medical staff, the risk or quality improvement manager, or members of the quality improvement team may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide.

We will use your health information to provide additional goods or services to you.

There are some services provided in our organization through contacts with business associates. Examples include: Orthotists, equipment vendors, audiologists, or physicians. When these services are contracted, we may disclose your health information so that they can perform the job we have asked them to do and bill you or your third-party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information.

Communication with family

Health professionals, using their best judgment may disclose health information to a family member, other relative, close personal friend or any other person you identify. Information shared will be relevant to that person's involvement in your care.

Research

We may disclose information to researchers when their research has been approved by an institutional review board which has established protocols to ensure the privacy of your health information.

Marketing

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.

Food and Drug Administration (FDA)

We may disclose to the FDA health information relative to adverse events with respect to food, supplements, product and product defects, or post-marketing surveillance information to enable product recall, repairs, or replacement.

Public Health

As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Law Enforcement

We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

Federal law makes a provision for your health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that a workforce member or business associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional or clinical standards and are potentially endangering one or more patients, workers or the public.

Our Balance and Neurological Physical Therapy Centers are here to assist you with all your therapy needs.



Houston's Only Total Balance Solution

NOTICE OF PATIENT PRIVACY POLICIES

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

We recommend that you review this policy prior to receiving services from this institution.

INTRODUCTION

At Balance Diagnostic, Balance Therapy and Balance and Neurological Therapy Center we are committed to responsibly protecting your health information. This Notice of Health Information Practices describes the personal information we collect, and how and when we use or disclose that information. It also describes your rights as they relate to your protected health information. This Notice is effective April 1, 2004 and applies to all protected regulations.

UNDERSTANDING YOUR HEALTH RECORD

Each time you visit this office, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, and plan for future care. This information, often referred to as your health or medical record, serves as a :

- Basis for planning your care and treatment
- Means of communication among the many health professionals who contribute to your care
- Legal documentation describing the care you received
- A tool in educating health professionals
- A source of data for medical research
- A source of information for public health officials charged with improving the health of this state and nation
- A source of data for our planning and marketing
- A tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.

Understanding what is in your record and how your health information is used helps you to ensure its accuracy, better understand who, what, when, where, and why others may access your health information; and make more informed decisions when authorizing disclosure to others.

YOUR HEALTH INFORMATION RIGHTS

Although your health record is the physical property of Balance Diagnostic and/or one of its Balance Therapy Centers, the information belongs to you. You have the right to:

- Inspect and copy your health record as provided for in 45 CFR 164.524
- Amend your health record as provided in 45 CFR 164.528
- Request communications of your health alternative

information by alternative means or at alternative locations. Request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522.

- Revoke your authorization to use or disclose health information except to the extent that action has already been taken.

OUR RESPONSIBILITIES

Balance Diagnostic and its Balance Therapy Centers are required to:

- Maintain the privacy of your health information
- Provide you with this notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- Abide by the terms of this notice
- Notify you if we are unable to agree to a requested restriction
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will mail a revised notice to the address you have supplied us, or if you agree, we will email the revised notice to you.

We will not use or disclose your health information without your authorization, except as described in this notice. We will also discontinue using or disclosing your health information after we have received a written revocation of the authorization according to the procedures included in the authorization.

FOR MORE INFORMATION OR TO REPORT A PROBLEM

If you have questions and would like additional information, you may contact our Privacy Officer at 713-223-1800. If you believe your privacy rights

have been violated, you can file a complaint with our Privacy Officer or with the Office for Civil Rights, U.S. Department of Health and Human Services. There will be no retaliation for filing a complaint with either the Privacy Officer or the Office for Civil Rights. The address for OCR is listed below:

*Office for Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, S.W. Room 509F
HHH Building,
Washington D.C. 20201*

EXAMPLES OF DISCLOSURES FOR TREATMENT, PAYMENT AND HEALTH OPERATIONS

We will use your health information for treatment. For example: Information obtained by a therapist, physician, or other member of your health care team will be recorded in your record and used to determine your course of treatment. Your therapist will document in your record his/her expectations of the members of your healthcare team. Members will then record the actions they took and their observations with regard to that treatment. In this way the therapist as well as all your healthcare team will know how you are responding to the prescribed treatment plan.

We will also provide your physician or a subsequent healthcare provider with copies of various reports that should assist them in treating you once you have been discharged from this clinic.

We will use your health information for payment.

For example: A bill may be sent to you or a third-party payer. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used.