

NOTICE OF PRIVACY POLICY / HEALTH INFORMATION PRACTICES
for
Talk Time Therapy, Inc.

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

If the client is a minor/child, the terms and agreement stated herein are the responsibility of the parent/guardian.

Introduction

At Talk Time Therapy, we are committed to using protected health information about you responsibly. 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 November 1, 2009 and applies to all protected health information as defined by federal regulations.

Understanding Your Health Record/Information

Each time Talk Time Therapy provides a service, a record of your visit is made. Typically, this record contains one or more of the following: daily notes for therapy, test results, diagnosis(-es), and a plan of care for future care or treatment. 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 document describing the care you received.
- Means by which you or a third-party payer can verify that services billed were actually provided.
- A source of information for public health officials charged with improving the health of this state and the 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 Talk Time Therapy, the information belongs to you. You have the right to:

- Obtain a paper copy of this notice of information practices upon request.
- Inspect and copy your health record as provided for in 45 CFR 164.524.
- Amend your health record as provided in 45 CFR 164.524.
- Obtain an accounting of disclosures of your health information as provided in 45 CFR 164.528.
- Request communications of your health 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

Talk Time Therapy is 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 either mail a revised notice to the address you have supplied us or personally hand you a copy if at the time of any changes you are receiving services. We will not use or disclose your health information without your authorization, except as described in the notice. We will also discontinue to use or disclose 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 us at 704-668-1728 or 704-560-4824. If you believe your privacy rights have been violated, you can file a complaint with Talk Time Therapy or with the Office for Civil Rights, US Department of Health and Human Services. There will be no retaliation for filing a complaint with either Talk Time Therapy or the Office for Civil Rights. The address for the OCR is listed below:

Office for Civil Rights
US Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC, 20201

Examples of Disclosures for Treatment, Payment and Health Operations

We will use your health information for treatment.

For example: Information obtained by your therapist will be recorded in your record and used to determine the course of treatment that should work best for you. Your therapist will document in your record his or her observations of each day's therapy and/or evaluation that determine course of treatment. In that way, the therapist will know how you are responding to treatment.

We will also provide your physician or a subsequent health care provider with copies of evaluations or case notes that should be needed to obtain authorization for treatment or continuation of treatment.

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 use.

We will use your health information for regular health operations.

For example: Members of the staff 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.

Business associates:

Some services we provide in our organization need to be authorized by primary care physicians for insurance and Medicaid purposes. Evaluations or plans of care are sent to the primary care physician for their approval. We may have associations with state and government programs that refer patients to us. In that case, we would be responsible to make monthly reports to them requiring patient progress. In some cases, with client permission, we refer clients to other health organizations for additional care or to obtain another funding source. To protect your health information, however, we require the business associate to appropriately safeguard your information.

Notification:

We may use or disclose information to notify or assist in notifying a family member, personal representative, or another person responsible for your care, your location, and general condition. This notification may be by mail, phone, fax, or in person.

Communication with family:

Health professionals, using their best judgment, may disclose to a family member, other relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment related to your care. This communication can take place in the office environment, by phone, fax, or by mail, unless you notify us differently as to the method of communication.

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. The following appointment reminders are used by Talk Time Therapy: A call to your home or cell phone and leaving a voice message or talking with the individual answering the phone, unless you notify us differently.

Food and Drug Administration (FDA):

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

Worker's compensation:

We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers compensation or other similar programs established by law.

Public health:

Required by law, we may disclose your health information to public health or legal authorities charges 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 provision for your health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that a work force 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.