



PLASTIC SURGEONS
of Northern Arizona

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.

Plastic Surgeons of Northern Arizona (PSNA) is dedicated to maintaining the privacy of your personal health information. Each time a patient visits this office a record is made that describes the treatments and services provided. Federal law outlines specific privacy protections and individual rights related to the information we maintain that identifies you as a patient. Protected information includes demographic data and facts about your past, present, or future physical or mental health. Our office has put in place policies and procedures to help protect your health information. We are required to provide this notice outlining our legal duties and responsibilities related to the use and disclosure of patient identifiable health information, privacy practices, and examples of how your information may be used or disclosed.

PSNA will abide by the terms of this notice. We may revise this notice at any time. The new notice will be posted in our office in a permanent location. You can request a copy of our most current notice at any time. Revisions of the notice will be effective for all healthcare information this office maintains: past, present, or future.

According to federal law, PSNA may use your individually identifiable information for the following purposes without your authorization:

1. **Treatment:** We may use and disclose your identifiable information to treat you and assist others in your treatment. For instance, we may send a copy of your records to another doctor so that you can be evaluated for a specific condition, or we may disclose information to others who take part in your care, such as your spouse, children, or parents.
2. **Payment:** We may use your health information to bill and collect payment for services provided. This may include providing your insurance company with the details of your treatment, sharing your payment information with other treatment providers, contacting you over the phone or through email about balances, or sending unpaid balances to a collection agency.
3. **Healthcare operations:** We may use and disclose health information to operate our business. For example, your health information may be used to evaluate the quality of care we provide, for state licensing, or to identify you by name when you visit our facility.
4. **Appointment reminders:** We may use and disclose your information to remind you of appointments. We may also correspond with you by mail or telephone for other purposes.
5. **Treatment options:** We may use your health information to inform you of treatment options or other health-related services which may be of interest to you.
6. **Business associates:** We may share your health information with other individuals or companies that perform various activities for, or on behalf of, our office, such as our answering service, billing company, and transcription services. Our business associates agree to protect the privacy of your information.

PSNA may disclose your health information without your authorization when permitted or required by law, including:

- For public health activities including reporting of certain communicable diseases.
- For worker's compensation or similar programs as required by law.
- To authorize when we suspect abuse, neglect, or domestic violence.
- To health oversight agencies.
- For certain judicial and administrative proceedings pursuant to an administrative order.
- For law enforcement purposes.
- For research purposes under strictly limited circumstances.
- To avert a serious threat to your health and safety or that of others.
- For government purposes such as military service or for national security.
- In the event of an emergency or for disaster relief.
- In any other instance required by law.

PSNA may also disclose your information to family members and/or other persons involved in your care or payment for your care. We may leave messages for you at home or work about your visits or test results. If you do not want us to do so, please inform our staff or our privacy officer in writing or by calling.

All other uses and disclosures of your information to others will require a written, signed authorization from you. You have the right to revoke your authorization at any time except to the extent that we have already acted on it. Should you require your records to be released, PSNA will provide you with an authorization form to complete and return to the address listed on it.

YOUR HEALTH RECORD IS THE PHYSICAL PROPERTY OF PSNA. THE INFORMATION CONTAINED IN IT BELONGS TO YOU. BELOW IS A LIST OF YOUR RIGHTS REGARDING INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION. ALL REQUESTS RELATED TO THESE ITEMS MUST BE MADE IN WRITING TO OUR PRIVACY OFFICER AT THE ADDRESS LISTED BELOW. WE WILL PROVIDE YOU WITH APPROPRIATE FORMS TO EXERCISE THESE RIGHTS. WE WILL NOTIFY YOU, IN WRITING, IF YOUR REQUESTS CANNOT BE GRANTED.

1. Restrictions on use and disclosure: You have the right to request restrictions on how we use and disclose your health information. This includes requests to restrict disclosure of your health information to only certain individuals, or entities, involved in your care such as family members and insurance companies. We are not required to agree with your request. If we agree, we are bound to the agreement unless disclosure is otherwise required or authorized by law.
2. Confidential communications: You have the right to request that we communicate with you in a particular manner or at a certain location. For example, you may request that we only contact you at home. We will accommodate reasonable requests.
3. Access: You have the right to inspect or request a copy of records used to make decisions about your health care, including our medical chart and billing records. This office will schedule appointments for record inspection. We may charge a fee for providing you with copies of your records. Under exceptional circumstances, we may deny your request to inspect and/or copy your records. You may request a review of most types of denials.
4. Record amendment: You have the right to request amendments to your health records created by and for PSNA if you feel that they are incorrect or incomplete. We may accept or deny your request. If we deny your request, you have the right to provide a statement of disagreement or rebuttal statement.
5. Accounting of disclosures: You have the right to receive an accounting of the disclosures. This means you may request a list of certain disclosures PSNA has made of your records. Upon request, we will provide this information to you one (1) time free during each twelve (12) month period. There may be a fee for additional copies.
6. Copy of notice: You have the right to request that we provide you with a paper copy of this Notice of Privacy Practices.

If you have any questions about this notice, please contact the PSNA privacy officer at 1020 North San Francisco Street, Suite 200, Flagstaff, AZ, 86001 or call (928)774-2300 ext 111, or toll free 800-962-1390 ext 111. If you feel your privacy rights have been violated, you have the right to file a written complaint with our office. You may also file a complaint with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.

Effective date of notice: January 16, 2019