

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.

Ruud's Hearing Aid Service is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions about any part of this notice or if you want more information about the privacy practices at Ruud's Hearing Aid Service please contact Philip Ruud BC-HIS Privacy Officer at 541-276-3155.

Effective Date of This Notice: April 14, 2003

I. How Ruud's Hearing Aid Service may Use or Disclose Your Health Information

Ruud's Hearing Aid Service collects health information from you and stores it in a chart and on a computer. This is your medical record that is called protected health information. The medical record is the property of Ruud's Hearing Aid Service, but the information in the medical record belongs to you. Ruud's Hearing Aid Service protects the privacy of your health information. The law permits Ruud's Hearing Aid Service to use or disclose your health information for the following purposes:

1. Treatment. Ruud's Hearing Aid Service will use and disclose your protected health information to provide, coordinate, or manage your health care and any related services. This includes the coordination or management of your health care with a third party that has already obtained your permission to have access to your protected health information. For example Ruud's Hearing Aid Service would disclose your protected health information to other Health Care Providers who you have been referred to ensure that the Health Care Provider has the necessary information to diagnose or treat you.

In addition, Ruud's Hearing Aid Service may disclose your protected health information from time-to-time to another Health Care Provider (e.g., hearing aid manufacturers, hearing aid repairers, and hearing specialists) who becomes involved in your care by providing assistance with your health care.

2. Payment. Your protected health information will be used, as needed, to obtain payment for your health care services. This may include certain activities that your health insurance plan may undertake before it approves or pays for the health care services Ruud's Hearing Aid Service recommends for you such as: making a determination of eligibility or coverage for insurance benefits, and reviewing services provided to you for medical necessity. For example, to obtain approval for a hearing aid may require that your relevant protected health information be disclosed to the health plan.

In addition, Ruud's Hearing Aid Service may disclose your protected health information that is relevant for recovering debts to credit collection agencies to recover debts due to Ruud's Hearing Aid Service by you incurred in the activities of the hearing aid purchase and its activities.

3. Regular Health Care Operations. Ruud's Hearing Aid Service may use or disclose, as-needed, your protected health information in order to support the business activities of your Health Care Provider's practice. These activities include, but are not limited to, quality assessment activities, employee review activities, training of employees, licensing, marketing and conducting or arranging for other business activities.

For example, we may disclose your protected health information to hearing care specialists that see patients at our office. We may also call you by name in the waiting room when your Health Care Provider is ready to see you. We may use or disclose your protected health information, as necessary, to contact you to remind you of your appointment.

Ruud's Hearing Aid Service will share your protected health information with third party "business associates" that perform various activities (e.g., billing) for the practice. Whenever an arrangement between our office and a business associate involves the use or disclosure of your protected health information, we will have a written contract that contains terms that will protect the privacy of your protected health information.

4. Information provided to you. Your protected health information is the property of Ruud's Hearing Aid Service, but the information in the protected health information belongs to you. You have the right to receive your health information through a reasonable means or at an alternative location. You may request protected health information in writing by using the Request for Access of Protected Health Information Form. Depending upon where the protected health information is to be reviewed by you, there may be a charge due and payable before the protected health information is accessed. You have the right to access your protected health information to inspect and copy your health information.

5. Notification and communication with family. We may disclose your health information to notify or assist in notifying a family member, your personal representative or another person responsible for your care about your location, your general condition or in the event of your death. If you are able and available to agree or object, we will give you the opportunity to object prior to making this notification. If you are unable or unavailable to agree or object, our health professionals will use their best judgment in communication with your family and others.

6. Required by law. As required by law, we may use and disclose your health information.

7. Public health. As required by law, we may disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability; reporting child abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure.

8. Health oversight activities. We may disclose your health information to health agencies during the course of audits, investigations, inspections, licensure and other proceedings.

9. Judicial and administrative proceedings. We may disclose your health information in the course of any administrative or judicial proceeding.

10. Law enforcement. We may disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order or subpoena and other law enforcement purposes.

11. Deceased person information. We may disclose your health information to coroners, medical examiners and funeral directors.

12. Organ donation. We may disclose your health information to organizations involved in procuring, banking or transplanting organs and tissues.

13. Research. We may disclose your health information to researchers conducting research that has been approved by an Institutional Review Board or Ruud's Hearing Aid Service privacy board.

14. Public safety. We may disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.

15. Marketing. Ruud's Hearing Aid Service may contact you to provide appointment reminders or to give you information by telephone, direct mail or electronic mail about other hearing technologies or hearing related benefits and services that may be of interest to you.

16. Change of Ownership. In the event that Ruud's Hearing Aid Service is sold or merged with another organization, your health information/record will become the property of the new owner.

II. When Ruud's Hearing Aid Service May Not Use or Disclose Your Health Information

Except as described in this Notice of Privacy Practices, Ruud's Hearing Aid Service will not use or disclose your health information without your written authorization. If you do authorize Ruud's Hearing Aid Service to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

III. Your Health Information Rights

1. You have the right to request restrictions on certain uses and disclosures of your health information. Ruud's Hearing Aid Service is not required to agree to the restriction that you requested.

2. You have the right to receive your health information through a reasonable means or at an alternative location. You may request Protected Health Information in writing by using the Request for Access of Protected Health Information Form. Depending upon where the Protected Health Information is to be reviewed by you, there may be a charge due and payable before the Protected Health Information is accessed.

3. You have the right to inspect and copy your health information.

4. You have a right to request that Ruud's Hearing Aid Service amend your health information that is incorrect or incomplete. Ruud's Hearing Aid Service is not required to change your health information and will provide you with information about Ruud's Hearing Aid Service denial and how you can disagree with the denial.

5. You have a right to receive an accounting of disclosures of your health information made by Ruud's Hearing Aid Service. Except that Ruud's Hearing Aid Service does not have to account for the disclosures described in parts 1 (treatment), 2 (payment), 3 (health care operations), and 4 (information provided to you) of section I of this Notice of Privacy Practices.

6. You have a right to a paper copy of this Notice of Privacy Practices.

If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact Philip Ruud BC-HIS at 541-276-3155.

IV. Changes to this Notice of Privacy Practices

Ruud's Hearing Aid Service reserves the right to amend this Notice of Privacy Practices at any time in the future, and to make the new provisions effective for all information that it maintains, including information that was created or received prior to the date of such amendment. Until such amendment is made, Ruud's Hearing Aid Service is required by law to comply with this Notice. Any amendments to revise this Notice of Privacy Practices may be added without notification and may be reviewed by you during business hours.

V. Complaints

Complaints about this Notice of Privacy Practices or how Ruud's Hearing Aid Service handles your health information should be directed to: Philip Ruud BC-HIS at 541-276-3155.

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

You may also address your complaint to one of the regional Offices for Civil Rights. A list of these offices can be found online at <http://www.hhs.gov/ocr/about-us/contact-us/headquarters-and-regional-addresses/index.html>