

- c. **Right to inspect and copy.** You have the right to review and obtain a copy of your medical record. We may charge a fee for copying, mailing, and supplies. Under limited circumstances, your request may be denied.
- d. **Right to request amendment.** If you believe that your PHI is incorrect or incomplete, you may request an amendment, but we are not required to make any changes.
- e. **Right to accounting of disclosures.** You may request a list of the disclosures of your PHI that have been made to persons or entities unrelated to healthcare treatment, payment or operations within the past six (6) years.
- f. **Right to a copy of this Notice.** You may request a paper copy of this Notice at any time.

V. How to File a Complaint

If you are concerned that your privacy rights have been violated, you may file a complaint with Urgent Care4U by contacting the Privacy Officer listed below or submitting a written complaint to the U.S. Department of Health and Human Services. You will not be penalized or retaliated against for any complaints.

Office of Civil Rights

U.S. Department of Health and Human Services

1301 Young Street, Suite 1169
Dallas, TX 75202

Karina Gutierrez

Urgent Care4U Privacy Officer

6316 N. 10th St. Building C1
McAllen, TX 78504
Phone: 956.994.0111
Fax: 956.994.0131

All Complaints must be submitted in writing.



Notice of Privacy Practices

This notice describes how your Personal Health Information (PHI) may be used and disclosed in accordance to the Health Insurance Portability and Accountability Act (HIPAA). It also describes how you may gain access to and control your PHI. Please review this notice carefully.

This notice applies to all the records of care and services provided to you by Urgent Care4U, whether provided by our employees or physicians. We reserve the right to amend the terms of our Notice of Privacy Practices at any time.

I. Our Duties in Accordance with HIPAA

- a. Make sure that PHI that may identify you is kept confidential
- b. Provide you with this notice of our legal duties and privacy practices regarding your PHI
- c. Follow the terms of this notice as long as it is in effect.

II. How Urgent Care4U may use and disclose your Private Health Information (PHI)

- a. **For Treatment.** Your PHI may be used and disclosed by those who are involved in your care for the purpose of providing, coordinating, or managing services (including physicians, nurses, case managers, and other healthcare personnel).
- b. **To Obtain Payment.** In order to bill and collect payment for services rendered, we are permitted to use and disclose your PHI. For example, we may provide necessary PHI to our billing department, your health insurance carrier or claim processing companies.
- c. **For Healthcare Operations.** We may use or disclose your PHI in order to support our business activities, including, but not limited to, evaluation of the quality of healthcare services you received, evaluation of the performance of healthcare professionals, or relevant third parties, such as the Council on Accreditation or other regulatory or licensing bodies.

III. Disclosure that can be made without your authorization

Applicable law and ethical standards permit us to disclose information about you without your authorization in a limited number of situations. In all other instances, you will always be asked for written consent for the release of your PHI. Examples of cases where your PHI may be released without prior notification include:

- a. **Public Health Activities.** Activities that are mandated by federal, state or local government, including:
 - Reporting collection of information about disease (prevention/control) and vital statistics (births and deaths)
 - Reporting child abuse or neglect
 - Reporting abuse or neglect of elderly or disabled
 - Reporting reactions to medications or problems with products
 - Notifying patients of recalls on products they may be using
 - Notifying and reporting a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition.
- b. **Health Oversight Activities.** We may disclose your PHI to a health oversight agency for activities authorized by law, such as audits, investigations, licensure applications and inspections.
- c. **Legal Proceedings.** We may disclose your PHI if you are involved in a lawsuit or dispute, in response to a court or administrative order, subpoena, discovery request, or other lawful process. Certain requirements must be met before the information is disclosed.
- d. **Law Enforcement.** If requested by a law enforcement official, we may disclose your PHI, provided that the information is:
 - In response to a court order, summons, warrant, subpoena, or similar process
 - About the victim of a crime
 - To identify or locate a suspect, fugitive, material witness, or missing person
 - About a death believed to be the result of criminal conduct
 - About criminal conduct suspected occurred on clinic premises
 - In emergency situations, to report a crime's location and/or victims, and the identity, description or location of a suspected perpetrator

- e. **Worker's Compensation.** We may release your PHI for Worker's Compensation or similar programs that provide benefits for work-related injuries or illnesses.
- f. **Organ and Tissue Donation.** We may release your PHI to organizations that handle organ procurement for the purpose of facilitating donation if you are a registered donor.
- g. **Coroners, Medical Examiners and Funeral Directors.** We may disclose PHI for the identification and/or determination of cause of death of a deceased person.
- h. **Research.** When a research project has been approved by and Institutional Review Board, the release of PHI for research purposes is permitted. This requires a special evaluation and approval process.
- i. **National Security and Intelligence Activities.** We may release your PHI to authorized federal officials for intelligence, counterintelligence and other national security activities authorized by law.
- j. **Armed Forces.** We may disclose your PHI as required by military command authorities if you are a member of the armed forces.
- k. **Protective Services for the President and others.** We may disclose PHI necessary to the protection of the President of the United States, and other federal officials or heads of state, to authorized federal authorities.
- l. **Inmates.** We may release your PHI to a correctional institution or law enforcement official if you are an inmate of a correctional institution or under the custody of a law enforcement official.

IV. Your rights regarding your PHI

You have the following rights regarding your medical information, if requested on the form(s) provided by our clinic:

- a. **Right to request restriction.** You may request limitations on the use and disclosure of your PHI, although we are not required to comply with your request.
- b. **Right to confidential communications.** You may request communications of your PHI in a certain way or at a certain location, but you must tell us how or where you wish to be contacted.