



PRIVACY PRACTICE POLICY (updated 10-15-10)

Uses and Disclosures We will use your protected health information (PHI) for purposes of treatment, payment, and health care operations.

Treatment includes the disclosure of health information to other providers who have referred you for services or are involved in your care. This may include doctors, nurses, technicians, and other physical therapists.

Payment includes the disclosure of health information to your insurance company, including Medicare and Medicaid, so payment can be obtained for services rendered. Your insurance company may make a request to review your medical record to determine that your care was necessary.

Village Physical Therapy will outsource your billing to Liberty Automated Medical Billing Services located at 736 St. Andrews Road #159 Columbia, SC 29210. Scott and Marsha Gaston are the owners and operators. They can be contacted directly at 1(803)772-7452. Information shared will conform to HIPAA guidelines and will not be distributed to any unauthorized source.

Health Care Operations includes the utilization of your records to monitor the quality of care being given at our facility or for business planning activities.

Other Special Uses Our practice may use your PHI for an appointment reminder or to inform you of our health-related products and services.

Uses and Disclosures Required by Law The federal health information privacy regulations either permit or require us to use or disclose your PHI in the following ways: we may share some of your PHI with a family member or friend involved in your care if you do not object, we may use your PHI in an emergency situation when you may not be able to express yourself, and we may use or disclose your PHI for research purposes if we are provided with very specific assurances that your privacy will be protected. We may also disclose your PHI when we are required to do so by law, for example by court order or subpoena. Disclosures to health oversight agencies are sometimes required by law to report certain diseases or adverse drug reactions.

We may use and disclose health information about you to avert a serious threat to your health or safety or the health or safety of the public or others. If you are in the Armed Forces, we may release health information about you when it is determined to be necessary by the appropriate military command authorities. We may also release information about you for workers' compensation or other similar programs that provide benefits for work-related injury or illness.

Your authorization is required before your PHI may be used or disclosed by us for other purposes.

Restrictions You have the right to request restrictions on how your PHI is used, however, we are not required to agree with your request. If we do agree, we must abide by your request.

Confidential Communications You have the right to request confidential communication from us at a location of your choosing. This request must be in writing.

Access to PHI You have the right to request a copy of your medical record. You must make this request in writing and we may charge a fee to cover the costs of copying and mailing.

Complaints If you feel that your privacy rights have been violated, you have the right to make a complaint to us in writing without fear of retaliation. Your complaint should contain enough specific information so that we may adequately investigate and respond to your concerns. If you are not satisfied with our response, you may complain to the Secretary of Health and Human Services.

Our Duty to Protect Your Privacy We are required to comply with the federal health information privacy regulation by maintaining the privacy of your PHI. These rules require us to provide you with this document, our Notice of Privacy Practices. We reserve the right to update this notice if required by law.

Privacy Contact If you would like more information about our privacy practices or to file a complaint you may contact: Melanie Humphries, Privacy Officer, 251 West Center Street, Holly Springs, NC 27540. (919)577-9200.