



## **Privacy Policy & Notice of Health Information Practices**

*This notice describes how information about you may be used and disclosed by VERO PLLC, its departments, and services, as well as VERO PLLC's credentialed, contracted, or employed clinicians, physicians, and/or other healthcare providers, and how you can get access to this information. Please review it carefully.*

### **Understanding Your Health Record Information**

Each time you visit a mental health, physician, or other healthcare provider, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment. This information, often referred to as your health or medical record, serves VERO PLLC and its entities 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 tool in educating health professionals
- a source of data for medical research
- a source of information for public health officials charged with improving the health of the nation
- a source of data for facility 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
- make more informed decisions when authorizing disclosure to others

### **Your Health Information Rights**

Although your health record is the physical property of the healthcare practitioner or facility that compiled it, the information belongs to you. You have the right to:

- request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522
- obtain a paper copy of the notice of information practices upon request
- inspect and obtain a copy of your health record as provided for in 45 CFR 164.524
- request amendments to your health record as provided in 45 CFR 164.528
- 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
- revoke your authorization to use or disclose health information except to the extent that action has already been taken

### **Our Responsibilities**

VERO PLLC and its entities are required to:

- maintain the privacy of your health information
- provide you with a 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 notify the community through local media resources and have such changes listed at our office.

VERO PLLC and its entities will not use or disclose your health information without your authorization, except as described in this notice.

### **For More Information or to Report a Problem**

If have questions and would like additional information you may contact the director of health information management or quality improvement at 517-500-7989 or the Department of Health and Human Services. There will be no retaliation for filing a complaint.

## **Examples of Disclosures for Treatment, Payment, and Health Operations**

### **VERO PLLC and its entities will use your health information for *treatment*.**

**For example:** Information obtained by a nurse, physician, or other member of your healthcare team will be recorded in your record and used to determine the course of treatment that should work best for you. If you are being treated by a team of professionals at Psychological Assessment & Counseling Specialists, PLLC, each may document in your record their expectations of the members of your healthcare team. Members of your healthcare team will then record the actions they took and their observations. In that way, the primary Psychological Assessment & Counseling Specialist will know how you are responding to treatment.

At your request, VERO PLLC and its entities may also provide your physician or subsequent healthcare providers with copies of various reports that should assist them in treating you once you're discharged from treatment.

### **VERO PLLC and its entities will use your health information for *payment*.**

**For example:** A bill may be sent to billing, yourself, 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 used.

### **VERO PLLC and its entities will use your health information for *regular health operations and health oversight activities*.**

**For example:** Members of the medical staff, surveyors for accrediting/licensing bodies or organizations, the risk or quality improvement manager, or members of the quality improvement team may use information in your health record to assess the care, quality, 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:** There may be some services provided in our organization through contacts with business associates. Examples include accreditation organizations, various healthcare related services (e.g., dietitians/nutritionists) certain laboratory tests, and a transcriptions service we use when typing clinician's notes. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we've asked them to do and bill you or your third-party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information.

**Notification:** VERO PLLC and its entities may use or disclose information to notify or assist in notifying a legal representative, guardian, family member, personal representative, or another person legally responsible for your care, your location, and general condition.

**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.

**Research:** We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

**Promotion of Services:** VERO PLLC and its entities 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. You will not be contacted by VERO PLLC for sale or promotion of non-treatment items or services, nor will personal information be provided to others for such a purpose.

**Food and Drug Administration (FDA):** VERO PLLC and its entities may disclose to the FDA health information relative to adverse events with respect to food, supplements, product and product defects, or post marketing surveillance information to enable product recalls, repairs, or replacement.

**Worker's compensation:** VERO PLLC and its entities 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:** As required by law, VERO PLLC and its entities may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

**Correctional institution:** Should you be an inmate of a correctional institution or receiving services required by a court of law, VERO PLLC and its entities will disclose to the institution or agents thereof health information necessary for your health and the health and safety of other individuals.

**Law enforcement or Judicial Proceedings:** VERO PLLC and its entities may disclose health information for law enforcement purposes as required by law (e.g., suspected abuse or neglect) 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 potential!) endangering one or more patients, workers, or the public.