



Dr. Gretchen Magee, AuD, CCC-A, FAAA
407 Town Center East
Bella Vista, AR 72714
Phone: 479-657-6464 Fax: 479-657-6609

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.

Better Hearing and Balance Connection 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 Better Hearing and Balance Connection, please contact:

Dr. Gretchen Magee, AuD
407 Town Center East
Bella Vista, AR 72714
479-657-6464

Effective Date of This Notice: March 21, 2010

I. How Better Hearing and Balance Connection may Use or Disclose Your Health Information

Better Hearing and Balance collects health information from you and stores it on a computer. This is your medical record. The medical record is the property of Better Hearing and Balance Connection, but the information in the medical record belongs to you. Better Hearing and Balance Connection protects the privacy of your health information. The law permits Better Hearing and Balance Connection to use or disclose your health information for the following purposes:

1. Treatment. If another treatment provider is treating you, we may discuss your case in order to coordinate care between us. The kinds of health care information we may disclose about you in such circumstances could include your diagnosis, hearing test results, etc. . .
2. Payment. If you are covered by health insurance we may disclose diagnostic treatment details to your insurance provider in order to obtain payment for services rendered.
3. Regular Health Care Operations. An example of regular health care operations that can occur would be: your medical records may be randomly inspected by people who conduct quality assurance reviews to ensure that high standards of care are being maintained.
4. Information provided to you. You have the right to access your health information by completing a request for patient access to health information form.
5. Notification and communication with family. We may disclose your health information to notify or assist in notifying a family member, your personal



Dr. Gretchen Magee, AuD, CCC-A, FAAA
407 Town Center East
Bella Vista, AR 72714
Phone: 479-657-6464 Fax: 479-657-6609

- 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 unavailable or unable 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 agents 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 Better Hearing and Balance Connection 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. Specialized government functions. We may disclose your health information for military, national security, prisoner and government benefits (only for health plans) purposes. (Note that disclosures for government benefits purposes are limited to health information purposes only.)
 16. Worker's compensation. We may disclose your health information as necessary to comply with worker's compensation laws.
 17. Marketing. We may contact you to provide appointment reminders or to give you information about other treatments or health-related benefits and services that may be of interest to you.



Dr. Gretchen Magee, AuD, CCC-A, FAAA
407 Town Center East
Bella Vista, AR 72714
Phone: 479-657-6464 Fax: 479-657-6609

18. Change of ownership. In the event that Better Hearing and Balance Connection is sold or merged with another organization, your health information/record will become the property of the new owner.

II. When Better Hearing and Balance Connection May Not Use or Disclose Your Health Information

Except as described in this Notice of Privacy Practices, Better Hearing and Balance Connection will not use or disclose your health information without your written authorization. If you do authorize Better Hearing and Balance Connection 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 disclosure of your health information. Better Hearing and Balance Connection is not required to agree to that restriction that you requested.
2. You have the right to receive your health information through a reasonable alternative means or an alternative location. (This requires requests in writing; specification of method; payment for method, as applicable.)
3. You have the right to inspect and copy your health information.
4. You have a right to request that Better Hearing and Balance Connection amend your health information that is incorrect or incomplete. Better Hearing and Balance Connection is not required to change your health information and will provide you with information about Professional Audiology Associates' denial and how you can disagree with the denial.
5. You have the right to request an accounting of disclosures of your health information as required to be maintained by law by delivering a written request to our office. An accounting will not include internal uses of information for treatment, payment, or operations, disclosures made to you or made at your request, or disclosures made to family members or friends in the course of providing care.
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:

Dr. Gretchen Magee, AuD
407 Town Center East
Bella Vista, AR 72714
479-657-6464

IV. Changes to this Notice to Privacy Practices

Better Hearing and Balance Connection reserves the right to amend this Notice of Privacy Practices at any time in the future, and to make the new provisions effective for



Dr. Gretchen Magee, AuD, CCC-A, FAAA
407 Town Center East
Bella Vista, AR 72714
Phone: 479-657-6464 Fax: 479-657-6609

all information that it maintains, including information that was created or received prior to the date of such amendment. Until such amendment is made, Better Hearing and Balance Connection is required by law to comply with this Notice. Revised Notice of Privacy Practices will be displayed in the waiting room when amended as well as the patient will be notified at the time of visit.

V. Complaints

Complaints about this Notice of Privacy Policies or how Better Hearing and Balance Connection handles your health information should be directed to:

Dr. Gretchen Magee, AuD
407 Town Center East
Bella Vista, AR 72714
479-657-6464

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to: Department of Health and Human Services Office of Civil Rights, Hubert H. Humphrey Bldg. 200 Independence Avenue, S.W. Room 509F HHH Building, Washington, DC 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/regmail.html>.