

Center for Women's Health

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED, DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Center for Women's Health 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 practice at this office please contact:

Tiffany Morin, Patient Service and Scheduling Coordinator
104 Innwood Drive
Covington, LA 70433
985-249-7022

Effective Date of this Notice: 01/01/2011

I. How Center for Women's Health may use or disclose your health information:

Your provider collects health information from you and stores it in a chart and a computer. This is your medical record. The medical record is the property of the provider, but the information in the medical record belongs to you. Your provider protects the privacy of your health information. The law permits Center for Women's Health to use or disclose your health information for the following purposes:

1. **Treatment:** This office has the authority to disclose information to other facilities in regards to medical treatment. Treatment could include primary care physicians, specialists, laboratories, hospitals, ultrasound or X-ray facilities, or any other third party providing healthcare to the patient. Provision, coordination, or management of healthcare and related services, we may disclose information. Our office may disclose information in consultations between providers or referrals between providers. For

example: If a primary care doctor calls for information regarding a patient's lab work to help in treatment of a problem, then we may disclose this information.

2. Payment: This office has the authority to disclose information to an entity that will be providing payment for our services. Any activity by a provider or plan to obtain or provide reimbursement for provision of healthcare. For example: If an insurance company phones and needs more medical information regarding a date of service, then our office may disclose this information. Also includes eligibility or coverage determinations, adjudication or subrogation of claims, risk adjusting, billing, claims management, collection, medical necessity, appropriateness of care, justification of charges, utilization review, disclosures to consumer reporting agencies.
3. Regular Health Care Operations:
 - Quality Assessment-outcomes of evaluation, population-based activities relating to improving health, case management, etc.
 - Reviewing competence or qualification of professionals-evaluating, training, accreditation, licensing, credentialing
 - Underwriting, premium-rating-activities relating to creation, renewal or replacement of contract for health insurance
 - Medical review, legal services, auditing
 - Business planning and development
 - Business management-including customer service, resolution of grievances, due diligence
4. Information Provided to You
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 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 proceedings.
10. Law Enforcement: We may disclose your health information to 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 examiner and funeral directors.
12. Organ Donation: We may disclose your health information or 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 Center for Women's Health privacy board.
14. Public Safety: We may disclose your health information to appropriate persons in order to or prevent or lessen a serious and imminent threat to the health or safety of a particular person or 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:** disclosures for government benefits are limited to health plans 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 your information about other treatments or health-related benefits and services that may be of interest to you.

II. When Center for Women's Health May Not Use or Disclose Your Health Information:

Except as described in the Notice of Privacy Practices, your physician will not use or disclose your health information without your written authorization. If you do not authorize your physician to use or disclose your health information for any other purposes, 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. Your physician is not required to agree to the restriction that you requested.
2. You have the right to receive your health information through a reasonable alternative means or at an alternative location. A release or authorization must be in writing in regards to the specific details and charge may apply.
3. You have the right to inspect and copy your health information. A copy charge may apply.
4. You have the right to request your physician amend your health information that is incorrect or incomplete. Your physician is not required to change your health information and will provide you with information about their denial and how you can disagree with the denial.
5. You have the right to receive an accounting of disclosures of your health information made by your physician, except that your physician, does not have to account for the disclosures described in part 1 (treatment), 2 (payment), 3 (healthcare operations), 4 (information provided to you), and 16 (certain government function) of section 1 of this Notice of Privacy Practices.
6. You have the right to a paper copy of the Notice of Privacy Practices.

If you would like a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact Nicole Larzelere at (985) 249-7022.

IV. Changes to this Notice of Privacy Practices:

Center for Women's Health reserves the right to amend this Notice of Privacy Practices at anytime 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, your physician is required by law, to comply with this Notice. If this Notice is amended, then the office will ask the patient if they would like a copy of the amended Notice.

V. Complaints

Complaints about this Notice of Privacy Practices or how the physicians handle your health information should be directed to:

Tiffany Morin, Patient Service Coordinator
104 Innwood Drive
Covington, LA 70433
985-249-7022

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 Humans 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 complain to the Offices for Civil Rights. A list of these offices can be found online at: <http://www.hhs.gov.orc.regmail.html>.

Center for Women's Health

I, _____, have received the Notice of Privacy Practices and understand that I may request changes to these policies that affect my private healthcare information. If I have any questions regarding these policies, I know to contact the office manager/privacy official.

Signature

Date

Witness

I, _____, have received the Center for Women's Health Welcome Letter. IF I have any questions regarding this, I know to contact the office manager.

Signature

Date

Witness



Center for Women's Health
Katherine L. Williams, M.D.
Rachael S. Cresap, M.D. & Jamie Hymel, M.D.
Kelly N. Brewster, WHNP
Casey Barnes, FNP
104 Innwood Drive
Covington, Louisiana 70433
Phone (985) 249-7022

Welcome to the Center for Women's Health!

The Center for Women's Health's practitioners and staff would like to extend a sincere appreciation for allowing us the privilege in providing all of your female healthcare needs. We realize that achieving good, personal health requires that the staff and patient work together as a team to identify and manage any conditions that may arise. The primary goal at the Center for Women's Health, is to provide an environment that is comfortable and caring to our patients, while still providing state of the art medical services. In order to continue to achieve these goals, we rely on your feedback and suggestions to continue to enhance and reach these goals.

As a new patient with us, we would like to take the opportunity to review a few procedures the staff uses to achieve these goals.

- ❖ During your annual visits, we complete a pap smear which may take 2 weeks for the results to return. Please remember that these results are also available to you on GenPath's website. If you have not heard from us by this time, please contact our office.
- ❖ We realize how important it is to our patients to receive your lab results and radiology in a timely manner, but we ask that you allow approximately 2 weeks for the facility to send the results to us. If you have not heard from us, please call to allow us to follow up with the facility to obtain your results. Before leaving your visit, you will be asked to schedule a follow up appointment to discuss your lab or diagnostic test results. If the results are completely normal, we will notify you and cancel your appointment.
- ❖ There are times when you may have an additional question, or a condition may arise that you may want to discuss with the nurse before making an appointment. Because your appointment times are very important to us, we utilize hours before clinic, between morning and afternoon clinic and after office hours to follow up with patient phone call; however, if the nurse feels you may need additional information she will ask you to schedule an appointment to discuss these issues. Obviously if there is a pressing emergency, we ask that you provide the specifics to the staff so we can expedite a response for you. Prescription refills must be called or faxed by your pharmacy. They will be completed on the day they are received.
- ❖ If at any time you have encountered a problem or concern, we ask you contact us to discuss the issue, so we may work together on possible solutions. A manager is always available to facilitate a solution.
- ❖ For any billing questions you may have, you may contact our Patient Accounts Manager. If your billing questions are regarding GenPath, please call 1-800-633-4522, to speak with a representative that may assist you.

Again, we look forward to working along with you, to obtain the best possible personal health for you.

Sincerely,

Katherine L. Williams, M.D. Rachael S. Cresap, M.D. Jamie Hymel, M.D.
Kelly N. Brewster, WHNP Casey Barnes, FNP