

## 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.

At Tualatin Valley Physical Therapy LLC, we are committed to protecting the privacy and confidentiality of our patients' personal information. This Privacy Policy outlines how we collect, use, and safeguard your information when you interact with our clinic. We are required by law to abide by the terms of this Notice to:

- Make sure that medical information that identifies you is kept private.
- Give you this Notice of our legal duties and privacy practices with respect to medical information about you.
- Follow the terms of the Notice that is currently in effect.

### Information We Collect:

- Personal Information: This may include your name, date of birth, address, phone number, email address, insurance information, and other demographic details.
- Medical Information: We may collect information about your medical history, current health condition, treatment plans, diagnostic tests, and other health-related data.
- Payment Information: If applicable, we may collect payment-related information such as credit card details or insurance billing information.

### How We Use Your Information:

- Treatment Purposes: We use your personal and medical information to provide you with physical therapy services, develop treatment plans, and coordinate your care.
- Payment Processing: We may use your information to process payments, verify insurance coverage, and facilitate billing for the services provided.
- Healthcare Operations: Your information may be used for clinic operations, such as scheduling appointments, maintaining medical records, conducting quality assessments, and improving our services.
- Communication: We may use your contact information to communicate with you about appointments, treatment updates, billing inquiries, and other relevant matters.

### **Information Sharing and Disclosure:**

- We may share your information with healthcare providers, insurance companies, referring physicians, and other entities involved in your care for treatment, payment, or healthcare operations purposes.
- We may disclose your information when required by law or in response to legal proceedings, court orders, or government requests. Under Oregon law, we may use or disclose certain information without written authorization.
- Workers' Compensation: We may release medical information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.
- We do not sell, rent, or lease your personal information to third parties for marketing purposes.

### **Data Security Measures:**

- We implement various security measures to protect your information from unauthorized access, disclosure, alteration, or destruction.
- Our clinic staff undergo training on data privacy and security practices to ensure compliance with HIPAA regulations.
- We use secure electronic systems and physical safeguards to store and transmit your information securely.

### **Your Rights and Choices:**

- You have the right to request access to your medical records and receive copies of your information.
- You may request corrections to inaccuracies in your records or restrict certain uses or disclosures of your information.
- You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail.
  - We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.
- You have the right to opt out of receiving certain communications or marketing materials from our clinic.
- Your Right to Request Restrictions: If you are paying fully out of pocket, you have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment, or health care operations. You also have the right to request a limit on the medical information we disclose about you to someone who is

involved in your care or the payment for your care, like a family member or friend. For example, you could ask that we not use or disclose information about a surgery that you had. We are not required to agree to your request.

- You have the right to request an "accounting of disclosures" (that is, a list of certain disclosures Tualatin Valley Physical Therapy, LLC has made of your health information). Generally, you may receive an accounting of disclosures if the disclosure is required by law or made in connection with public health activities. To do so, however, you must submit your request and state a time period, which may be no longer than three years prior to the date on which the accounting is requested. You do not have a right to an accounting of disclosures where such disclosure was made:
  - For treatment, payment, or health care operations.
  - To you about your own health information.
  - Incidental to other permitted disclosures.
  - As part of a limited data set where the information disclosed excludes identifying information.

#### **Complaints:**

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of the Department of Health and Human Services. You will not be penalized for filing a complaint.

#### **Changes to This Privacy Policy:**

We reserve the right to update or modify this Privacy Policy as needed to reflect changes in our practices, legal requirements, or technological advancements. Any updates will be posted on our website and become effective immediately upon publication.

#### **Contact Us:**

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at (971) 238-5755 or [admin@tv-pt.com](mailto:admin@tv-pt.com).

#### **Effective Date:**

This Privacy Policy is effective as of 07/01/2024 and applies to all interactions with Tualatin Valley Physical Therapy, LLC from this date forward.