

TRUE HEALTH

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,

True Health is required by law, to maintain the privacy and confidentiality of your protected health information and to provide our patients with notice of our legal duties and privacy practices with respect to your protected health information.

Disclosure of Your Health Care Information

Treatment: We may disclose your health care information to other healthcare professionals within our practice for the purpose of treatment, payment or healthcare operations.

On occasion, it may be necessary to seek consultation regarding your condition from other health care providers associated with True Health.

Payment: We may disclose your health information to your insurance provider for the purpose of payment or health care operations. We will provide an itemized billing for you to submit to your insurance carrier for the purpose of reimbursement to you. This billing statement contains medical information, including diagnosis, date of injury or condition, and any codes which describe the health care services received.

Workers' Compensation: We may disclose your health information as necessary to comply with State Workers' Compensation laws.

Emergencies: We may disclose your health information to notify or assist in notifying a family member, or another person responsible for your care about your medical condition or in the event of an emergency or of your death.

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.

Judicial and Administrative Proceedings: We may disclose your health information in the course of any administrative or judicial proceeding.

Law Enforcement: We may disclose your health information to a law enforcement official for the 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.

Deceased Persons: We may disclose your health information to coroners or medical examiners.

Organ Donation: We may disclose your health information to organizations in procuring, banking or transplanting organs and tissues.

Research: We may disclose your health information to researcher conducting research that has been approved by an institution review board.

Public Safety: It may be necessary to disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health and safety of a particular person or to the general public.

Specialized Government Agencies: We may disclose your health information for military, national security, prisoner and government benefits purposes.

Appointment Confirmation & Newsletters: We may contact you as described below:

"As a courtesy to our patients, it is our policy to call your home one to three days prior to your scheduled appointment to remind you of your appointment time. If you are not at home, we leave a reminder message on your answering machine or with the person answering the phone. No personal health information will be disclosed during this recording or message other than the date and time of your scheduled appointment along with a request to call our office if you need to cancel or reschedule your appointment."

"It is our practice to send our newsletters for the purpose of increasing patient awareness or changes in services, fees and general topics of interest. Occasionally we also may send a letter, post card, or invitation or call your home to invite you to participate in an activity. We will provide you with information about the type of activity, the dates and times, and request your participation in such an event. It is not our policy to discuss or disclose any personal health information about your condition for the purposes of True Health sponsored events"

Change of Ownership: In the event that True Health is sold or merged with another organization, your health information/record will become property of the new owner.

Your health Information Rights:

- You have the right to request restrictions on certain uses and disclosures of your health information. Please be advised, however, that True Health is not required to agree to the restriction that you requested.
- You have the right to have your health information received or communicated through an alternative method or send to an alternative location other than the usual method or communication or delivery, upon request.
- You have the right to inspect and copy your health information.
- You have the right to request that True Health amend your protected health information. Please be advised, however, that True Health is not required to agree to amend your protected health information. If your request to amend your health information has been denied, you will be provided with an explanation of our denial reason(s) and information about how you can disagree with the denial.
- You have a right to receive an accounting of disclosures of your protected health information made by True Health.
- You have a right to a paper copy of this Notice of Privacy Practices at any time upon request.

Changes to this Notice of Privacy Practices: True Health reserves the right to amend this Notice of Privacy Practices at any time in the future, and will make the new provisions effective for all information that it maintains. Until such amendment is made, True Health is required by law to comply with this notice.

True 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 your privacy rights, please contact Dr. Jennifer Rockwood by calling this office at (847)719-5800. If Dr. Jennifer Rockwood is not available, you may make an appointment for a personal conference in person or by telephone within 2 working days.

Complains: Complains about your Privacy rights or how True Health has handled your health information should be directed to Dr. Jennifer Rockwood by calling the office at (847)719-5800. If Dr. Jennifer Rockwood is not available you may make any appointment for a personal conference in person or by telephone within 2 working days.

If you are not satisfied with the manner in which this office handles your complaint, you may submit a formal complaint to: DHHS, Office of Civil Rights, 200 Independence Avenue, S.W., Room 509F HHH Building, Washington DC 20201

This notice is effective as of 01/01/2023