



# Urgent Doc

## Urgent Care Clinic

4909 North Street, STE 202  
Nacogdoches, Texas 75965

2132 S. 1<sup>st</sup> Street  
Lufkin, Texas 75901

1615 West Church Street  
Livingston, Texas 77351

20304 US Highway 59, Ste D  
New Caney, TX 77357

HIPAA Compliance Officer: Jennifer Hand, RT (R)

Phone: 936-633-2400

Email: jenniferh@urgentdoc.com

## Your Information. Your Rights. Our Responsibilities.

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.**

### Your Rights

**When it comes to your health information, you have certain rights.** This section explains your rights and some of our responsibilities to help you.

#### Get an electronic or paper copy of your medical record

- You can ask to see or obtain an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

#### Ask us to correct your medical record

- You can ask us to correct health information about you that you believe is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we will tell you why in writing within 30 days

#### Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or send mail to a different address.
- We will say "yes" to all reasonable requests.

#### Ask us to limit what we use or share

- You can ask us **not** to use or share certain health information for treatment, payment or our operations. We are not required to agree with your request and may so "no" if it would affect your care
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information.

#### Get a list of those with whom we have shared information

- You can ask for a list of the times we have shared your health information for six years prior to the date you ask, who we shared it with and why.
- We will include all the disclosures except for those about treatment, payment and health care operations and certain other disclosures (such as any you asked us to make). We will provide you one list a year for free but will charge a reasonable, cost-based fee if you ask for another within 12 months.

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**Get a copy of this privacy notice**

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
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## Your Rights *continued*

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**Choose someone to act for you**

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
  - We will make sure the person has this authority and can act for you before we take any action.
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**Language Interpreter**

- You may bring your own interpreter and they will be allowed to participate in your care.
  - We can provide verbal or sign language interpreters as needed.
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**File a complaint if you feel your rights are violated**

- You can complain if you feel we have violated your rights by using the contact information at the top of page 1.
  - You can file a complaint with the U.S. Dept of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
  - We will not retaliate against you for filing a complaint.
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## Your Choices

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**For certain health information, you can tell us your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

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**In these cases, you have both the right and choice to tell us to:**

- Share your information with your family, close friends, or others involved in your care
  - Share information in a disaster relief situation
  - Contact you to share information regarding the practice
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**In these cases we never share your information unless you give us written permission:**

- Marketing purposes
  - Sale of your information
  - Most sharing of psychotherapy notes
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## Our Uses and Disclosures

**How do we typically use or share your health information?** We typically use or share your health information in the following ways.

<b>Treat you</b>	<ul style="list-style-type: none"><li>We can use your health information and share it with other professionals who are treating you.</li></ul>	<i><b>Example:</b> A doctor is treating you for an injury asks another doctor about your overall health condition.</i>
<b>Run our organization</b>	<ul style="list-style-type: none"><li>We can use and share your health information to run our practice, improve your care, and contact you when necessary.</li></ul>	<i><b>Example:</b> Awe use health information about you to manage your treatment and services.</i>
<b>Bill for your services</b>	<ul style="list-style-type: none"><li>We can use and share your health information to bill and get payment from health plans or other entities.</li></ul>	<i><b>Example:</b> We give information about you to your health insurance plan so it will pay for your services.</i>

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**How else can we use or share your health information?** We are allowed or required to share your health information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

**[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html)**

<b>Help with public health and safety issues</b>	<ul style="list-style-type: none"><li>We can share health information about you for certain information such as:<ul style="list-style-type: none"><li>Preventing disease</li><li>Helping with product recalls</li><li>Reporting adverse reactions to medications</li><li>Reporting suspected abuse, neglect, or domestic violence</li><li>Preventing or reducing a serious threat to anyone’s health or safety</li></ul></li></ul>
<b>Do research</b>	<ul style="list-style-type: none"><li>We can use or share your information for health research</li></ul>
<b>Comply with the law</b>	<ul style="list-style-type: none"><li>We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law.</li></ul>
<b>Address workers’ compensation, law enforcement, and other government requests</b>	<ul style="list-style-type: none"><li>We can use or share health information about you:<ul style="list-style-type: none"><li>For workers’ compensation claims</li><li>For law enforcement purposes or with a law enforcement official</li><li>With health oversight agencies for activities authorized by law</li></ul></li></ul>
<b>Respond to lawsuits and legal actions</b>	<ul style="list-style-type: none"><li>We can share health information about you in response to a court or administrative order, or in response to a subpoena.</li></ul>

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information (PHI).
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html)

### Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website.

Effective Date of Notice: May 21, 2020

### **This Notice of Privacy Practices applies to the following organizations:**

Urgent Doc-Nacogdoches

Urgent Doc-Lufkin

Urgent Doc-Livingston

Urgent Doc-New Caney