

## MERCED ORTHOPAEDIC MEDICAL GROUP NOTICE OF PRIVACY PRACTICES

Merced Orthopaedic Medical Group is complying with HIPAA and we are asking you, our patients, to review our Privacy Practices. We also, to comply with HIPAA, ask you to sign the attached form that you received these Privacy Practices to be kept in your medical chart.

### 1. Appointments

- a. Our office may contact you at home, at work or by mail to notify you of an appointment, to make an appointment or change an appointment. We will leave messages about these matters on your answering machine.

### 2. Referrals/Authorizations

- a. In order for our office to schedule appointments with other doctors, for testing, x-rays, CT scans, MRIs, etc., we will use your demographics, insurance information and at times your medical record pertaining to the appointment to obtain authorization.

### 3. Billing and Statements

- a. Our billing software system is HIPAA compliant. The information that is sent electronically is encoded, which means no other entity except the insurance company can access your personal information.
- b. Our office will mail statements to the address you provide in your personal information.
- c. If there are billing questions, we will call you at the phone numbers you provide us and in some cases leave a message on your answering machine.

### 4. Medical Records

- a. Our office requires a signed medical records release by the patient. If the patient is a minor, a parent or guardian must then sign the release.
- b. Only a legal parent or guardian may call and obtain information regarding a minor child. Stepparents cannot obtain information unless we have expressed permission from the legal parent.
- c. Our office is required by law to give copies of medical records when the court subpoenas us.

### 5. Pharmacy

- a. We are required to give pharmacies information when we prescribe medication for you.

### 6. Transcription

- a. Our transcription is provided by an outside company who is HIPAA compliant.

### 7. Urgent Issues

- a. If it is urgent we reach you, we will call you at work or use the emergency number you provided us in your personal information.

Please understand, we do the following in order to care for your needs and to operate our business. Please ask for the office manager if you have any questions regarding this notice. Thank you.