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**Notice of Privacy Practices**

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

**I. What is “Protected Health information?”**

Your protected health information (“**PHI**”) is health information that contains identifiers, such as your name, social security number, or other information that reveals who you are. For example, your medical records are considered PHI because they includes your name and other identifiers.

**II. About our responsibility to protect your PHI**

By law, we must:

1. Protect the privacy of your PHI;

2. Tell you about your rights and our legal duties with respect to your PHI; and

3. Tell you about our privacy practices and follow our notice currently in effect.

**III. Your rights regarding your PHI**

This section tells you about your rights regarding your PHI, for example, your medical, dental, and billing records. It also describes how you can exercise these rights.

**Your right to see and receive copies of your PHI**

In general, you have a right to see and receive copies of your PHI in designated record sets such as your medical record or billing records. If you would like to see or receive a copy of such a record, please contact One Song Medicine at 503-660-8323 for how you can see or obtain a copy of your record.

**Your right to choose how we send PHI to you**

You may ask us to send your PHI to you at a different address (for example, your work address) or by different means (for example, fax or email instead of regular mail). If the cost of meeting your request involves more than a reasonable additional amount, we are permitted to charge you our costs that exceed that amount.

**Your right to correct or update your PHI**

If you believe there is a mistake in your PHI or that important information is missing, you may request that we correct or add to the record. Please call and tell us what you are asking for and why we should make the correction or addition. If your request is approved, we will make the correction or addition to your PHI. If we deny your request, we will tell you why and explain your right to file a written statement of disagreement.

**Your right to an accounting of disclosures of PHI**

You may ask us for a list of our disclosures of your PHI. You may request that we limit our uses and disclosures of your PHI for treatment, payment, and health care operations purposes. We will review and consider your request.

**Your right to receive a paper copy of this notice**

You also have a right to receive a paper copy of this notice upon request.

**IV.How we may use and disclose your PHI**

Your confidentiality is important to us. Our providers and employees are required to maintain the confidentiality of the PHI of our patients, and we have policies and procedures and other safeguards to help protect your PHI from improper use and disclosure. Sometimes we are allowed by law to use and disclose certain PHI without your written permission. We briefly describe these uses and disclosures below.

*Notice of Privacy Practices (Updated 09/2022) Page 1*

*(Section IV continued)*

How much PHI is used or disclosed without your written permission will vary depending, for example, on the intended purpose of the use or disclosure. Sometimes we may only need to use or disclose a limited amount of PHI, such as to send you an appointment reminder or to confirm that you are a health plan member. At other times, we may need to use or disclose more PHI such as when we are providing medical treatment.

● **Treatment:** This is the most important use and disclosure of your PHI. For example, our providers may use and disclose your PHI to diagnose your condition and evaluate your health care needs. Our personnel will use and disclose your PHI in order to provide and coordinate the care and services you need: for example, prescriptions, and diagnostic work. If you need care from health care providers who are not part of One Song Medicine we may disclose your PHI to them.

● **Payment:** Your PHI will appear on the Superbill and/or receipt that you receive for services rendered, and is therefore also available to our HIPAA compliant third party payment vendors Square and Stripe. If you choose to submit this for reimbursement to a third party, you will be sharing your PHI with that party.

● **Health care operations:** We may use and disclose your PHI for certain health care operations, for example, quality assessment and improvement, training and evaluation of health care professionals, licensing, accreditation, and determining premiums and other costs of providing health care.

● **Business associates:** We may contract with business associates to perform certain functions or activities on your behalf, such as payment and health care operations. These business associates must agree to safeguard your PHI. ● **Appointment reminders:** Your PHI allows us to contact you about appointments for treatment or other health care you may need.

● **Electronic Mail**: Your PHI may be used for you to contact us regarding One Song Medicine inquiries and/or scheduling appointments. You are welcome to correspond with your health care provider via email, with the understanding that email is not a completely secure form of communication. Any information you wish to keep strictly private should be done over the telephone or in person.

● **Required by law:** In some circumstances federal or state law requires that we disclose your PHI to others. For example, the Secretary of the Department of Health and Human Services may review our compliance efforts, which may include seeing your PHI.

● **Lawsuits and other legal disputes:** We may use and disclose PHI in responding to a court or administrative order, a subpoena, or a discovery request. We may also use and disclose PHI to the extent permitted by law without your authorization, for example, to defend a lawsuit or arbitration.

● **Law enforcement:** We may disclose PHI to authorized officials for law enforcement purposes, for example, to respond to a search warrant, report a crime on our premises, or help identify or locate someone.

● **Serious threat to health or safety:** We may use and disclose your PHI if we believe it is necessary to avoid a serious threat to your health or safety or to someone else’s.

● **Abuse or neglect:** By law, we may disclose PHI to the appropriate authority to report suspected child abuse or neglect or to identify suspected victims of abuse, neglect, or domestic violence.

**V. All other uses and disclosures of your PHI require your prior written authorization**

Except for those uses and disclosures described above, we will not use or disclose your PHI without your written authorization. When your authorization is required and you authorize us to use or disclose your PHI for some purpose, you may revoke that authorization by notifying us in writing at any time. Please note that the revocation will not apply to any authorized use or disclosure of your PHI that took place before we received your revocation.

**VI. How to contact us about this notice or to complain about our privacy practices**

If you have any questions about this notice, or want to lodge a complaint about our privacy practices, please let us know by calling One Song Medicine at 503-660-8323. You also may notify the Secretary of the Department of Health and Human Services (HHS). We will not take retaliatory action against you if you file a complaint about our privacy practices.

**VII. Changes to this notice**

We may change this notice and our privacy practices at any time, as long as the change is consistent with state and federal law. Any revised notice will apply both to the PHI we already have about you at the time of the change, and any PHI created or received after the change takes effect. If we make an important change to our privacy practices, we will promptly change this notice and provide a new notice which will be posted on this website and posted in our office. Except for changes required by law, we will not implement an important change to our privacy practices before we revise this notice.

This notice is effective on 09/01/22.

*Notice of Privacy Practices (Updated 09/2022) Page 2*