

PHYSICAL THERAPY SPECIALISTS, LLC

YOUR RIGHTS REGARDING YOUR PROTECTED HEALTH INFORMATION

You have the following rights regarding your protected health information (PHI) which we maintain, as required by law.

Right to Request Restrictions

You have the right to request a restriction or limitation on the use or disclosure of your PHI for the purpose of treatment, payment, or health care operations. You also have the right to request that we restrict the disclosure of your PHI from those involved in your health care or payment for your health care, such as a family member or friend. For example, you may request that we not disclose some aspects of your PHI to your family.

We are not required to agree with your request for restrictions. However, if we do agree, we will comply with your request unless the information is needed to provide you with emergency treatment.

To request restrictions, you must make your request in writing by filling out the appropriate form provided by Physical Therapy Specialists, LLC and submitting it to: Privacy Officer, 9757 Westpoint Drive Suite 200, Indianapolis, IN 46256. In your request, you must tell us (1) what information you want to limit, (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply, for example, disclosure to your spouse or children.

Right to Request Confidential Communications

You have the right to request that we communicate with you about your personal health matters in a particular way or at a particular location. For example, you can request that we only contact you at work or at a friend's house.

To request confidential communications, you must make your request in writing by filling out the appropriate form provided by Physical Therapy Specialists, LLC, and submitting it to the Privacy Officer 9757 Westpoint Drive Suite 200, Indianapolis, IN 46256. We will not ask you the reason for the request. We will accommodate all reasonable requests. However, we may condition granting your request on receiving appropriate information regarding how you will handle payment, as well as, how or where you would like us to contact you.

Right to Inspect and Copy

You have the right to inspect and copy your PHI that is kept in a designated record set. This may include medical and billing records, but does not include: (1) psychotherapy notes; (2) information compiled in anticipation of or use in legal actions or proceeding; or (3) protected health information that is maintained by Physical Therapy Specialists, LLC to which access is prohibited by law.

To inspect and copy your PHI you must make your request in writing by filling out the appropriate form provided by Physical Therapy Specialists, LLC and submitting it to Medical Records Department, 9757 Westpoint Drive Suite 200, Indianapolis, IN 46256. If you request a copy of the information, we may charge a fee for the cost of copying, mailing, or preparing the requested documents.

We may deny your request to inspect and copy in certain very limited circumstances:

- 15 The PHI you are requesting to inspect is specifically prohibited by law;
- 16 You are an inmate and providing you with a copy of your PHI could be dangerous to your health and safety, security, custody, or rehabilitation, or that of others;
- 17 The PHI you are requesting may have been created or obtained by a covered health care provider in the course of research in which you agreed to limit your access;
- 18 Denial in accordance with the federal Privacy Act; or
- 19 The information you are requesting was confidentially obtained from a source other than a health care provider and if you were granted access you could find out the identity of the source.

If you are denied access to your PHI, for reasons other than those listed above, you may request that the denial be reviewed. A licensed health care worker chosen by Physical Therapy Specialists, LLC will review your request, as well as the basis for denial. The person conducting the review will not be the person who denied your request the first time. The outcome of the review will be the final decision.

Right to Amend

You have the right to request that we amend our PHI if it is incorrect or incomplete. You have the right to request an amendment for as long as the information is kept by Physical Therapy Specialists, LLC within a designated record set.

To request an amendment, you must make your request in writing by filling out the appropriate form provided by and submitting it to the Privacy Officer, 9757 Westpoint Drive Suite 200, Indianapolis, IN 46256.

You must provide a reason to support your request for an amendment.

We may deny your request for an amendment if the request does not include a reason to support the request for an amendment.

Furthermore, we may deny your request for an amendment if you request that we amend PHI that:

- 20 Was not created by us, unless the person or covered entity that created the PHI is no longer available to make amendment;

- 21 Is not part of the health information kept by or for Physical Therapy Specialists, LLC within designated record set which includes:
- a. Health information created and/or maintained by Physical Therapy Specialists, LLC
 - b. Paper records stored in the medical record folder maintained by Physical Therapy Specialists, LLC;
 - c. Copies of records from other health care providers for access only;
 - d. Financial records, paper and automated;
 - e. Working digital dictation;
 - f. Photographs of patients; and
 - g. X-ray films
- 22 Is not part of the information that you would be permitted to inspect and copy by law; or
- 23 Is accurate and complete.

If your request to amend is denied, you may seek further review. The review process will be described to you in the letter we send you denying your request.

Right to an Accounting of Disclosures

You have the right to request an accounting of disclosures made by Physical Therapy Specialists, LLC. This is a list of the disclosures we have made of your PHI.

To request an accounting of disclosures, you must make your request in writing by filling out the appropriate form provided by Physical Therapy Specialists, LLC and submitting it to Medical Records Department, 9757 Westpoint Drive Suite 200, Indianapolis, IN 46256. Your request must state a time period which may not be longer than six years, but which may be shorter. The first accounting you request within a 12month period will be free. For additional accountings, we may charge you for the cost of providing accounting. We will notify you of the costs involved and give you the opportunity to withdraw or modify your request before any costs have been incurred.

You have a right to receive an accounting of disclosures made by Physical Therapy Specialists, LLC, within the past six years from the date of your request, except for disclosures that have been made:

- 24 To carry out treatment, payment or health care operations;
- 25 To you;
- 26 Incident to use or disclosure permitted or required by law
- 27 Pursuant to an authorization;
- 28 To those involved in your care or for notification purposes;
- 29 For national security or intelligence purposes;
- 30 To correctional institutions or law enforcement or officials;
- 31 As part of a limited data set; and
- 32 Prior to April 14, 2003.

Right to a Paper Copy of this Notice

You have the right to receive a paper copy of this notice. You may request that we give you a copy of this Notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy. To obtain a paper copy, please contact Jeff Busha, PT, 317-845-5400.

Changes to this notice

We reserve the right to change the terms of this Notice. We reserve the right to make new Notice Provisions effective for all protected health information we currently maintain, as well as any information we receive in the future. We will post a copy of this current Notice in all clinic locations. Please Note, on the first page of the Notice in the top right-hand corner you will find the effective date. A notice with a more recent effective date supercedes a Notice with an older date.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with Physical Therapy Specialists, LLC or with the Secretary of Department of Health and Human Services. You will not be retaliated against or penalized for filing a complaint. To file a complaint with Physical Therapy Specialists, LLC contact Privacy Officer, 9757 Westpoint Drive Suite 200, Indianapolis, IN 46256. All complaints must be submitted in writing. For confidential reporting to Physical Therapy Specialists, LLC, please call Jeff Busha at 317-845-5400.