

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.

OUR RESPONSIBILITIES

- We are required to maintain the privacy and security of your protected health information.
- We will promptly tell you if a breach occurs that may have impacted the privacy or security of your information.
- We must follow the duties and privacy practices in this notice and give you a copy of it if you want it.
- We will not use or share your information other than as said here unless you tell us we can in writing. You may change your mind at any time. You can tell us in writing if you change your mind.

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 at www.hangerclinic.com.

OUR USES AND DISCLOSURES

How do we typically use or share your health information? We typically use or share your health information:

To treat you and coordinate your care

- With other professionals who are treating you.
 - **Example:** With the doctor who referred you to us.

Bill for your services

- To bill and get payment from health plans or other entities.
 - **Example:** We give information about you to your health insurance plan so it will approve and pay for your services.

Run our organization

- To run our practice, improve your care, and contact you when necessary.
 - **Example:** We use your information to manage your treatment and services.

Treatment choices

- To provide you with information about treatment choices or other health-related products and services that may interest you.

Appointment Reminders

- To contact you to remind you of your appointment.

Sign-In Sheets

- We can use a sign-in sheet in the reception area where we will ask you to sign your name.
- We can also call you by name in the waiting room when your clinician is ready to see you.

Sale of the Clinic

- If we sell or combine this clinic with another one, we may share your information with potential buyers or new owners.

How else can we use or share your health information?

We can share your information in ways that help the public good, such as public health and research. We must meet many conditions in the law before we can share your information for these purposes.

Help with public health and safety issues

- We can share your health information for certain situations such as:
 - Preventing disease
 - Helping with product recalls
 - Reporting suspected abuse, neglect, or domestic violence
 - Preventing or reducing a serious threat to anyone's health or safety

Do research

- We can use or share your information for health research.

Comply with the law

- We will share your health information 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.

Work with a medical examiner or funeral director

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address worker's compensation, law enforcement, and other government requests

- We can use or share your health information:
 - For worker's compensation claims
 - For law enforcement purposes or with a law enforcement official
 - With health oversight agencies for activities authorized by law
 - For government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share your health information in response to a court or government order, or to respond to a subpoena.

YOUR RIGHTS REGARDING YOUR PROTECTED HEALTH INFORMATION

When it comes to your health information, you have certain rights.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you.
 - Submit a written request to the Clinic where you received our services or to the Privacy Officer at the address below.

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 do not have to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or healthcare item in full, you can ask us not to share that information for payment or our operations with your health insurance.
 - We will say “yes” unless a law requires us to share that information.

Request Confidential Communications

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

Ask us to correct your medical record

- You can ask us to correct your health information if you think is incorrect or incomplete.
 - Submit a written request to the Clinic where you received our services or to the Privacy Officer at the address listed below.
- We may say “no” to your request, but we will tell you why in writing within 60 days.

Get a list of 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.
 - Submit a written request to the Clinic where you received our services or to the Privacy Officer at the address listed below.
- We will include all the disclosures except for those related to treatment and coordination of your care, billing for services you received, running our organization, and certain other disclosures (such as any you asked us to make).

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have access to the notice on the internet.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the below information:

Hanger Clinic
Attn: HIPAA Privacy Officer
10910 Domain Drive Suite 300
Austin, TX 78758-7807
Toll Free Phone: 1-877-442-6437
Email: HIPAA@hanger.com

- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by contacting them using the below information:
200 Independence Avenue, S.W.
Washington, D.C. 20201
Phone: 1-877-696-6775

We will not retaliate against you for filing a complaint.

Effective date

Effective April 2003.

Revised February 2024, August 2023, February 2017.