



Welcome, welcome, welcome!!!

We are delighted to welcome you to our practice here at Back in the Game. We congratulate you on making the decision to not only move toward optimal health, but also to improve the quality of your life. If you ever need anything please do not hesitate to ask our friendly and knowledgeable staff. We are committed to helping you and your family, and ask that you please be compliant with your appointments. Keeping to your prescribed care plan ensures that you will get the results that you desire as quickly as possible. If you must reschedule please let us know as soon as possible. Also, we love referrals...the greatest compliment you can give us is the referral of a friend or loved one! During your first visit, Dr. Lambert will let you know if your case can be helped in this clinic, we go over your examination findings and sometimes send out for additional tests if needed, design a custom tailored care plan for you, and answer all financial questions you may have. We suggest you bring a spouse or friend to the appointment as you will be discussing a lot of information! Thank you again for your confidence and welcome to Back in the Game

Sincerely,

Dr. Ryan Lambert, Chiropractor & Director of Back in the Game

Notice of privacy practices

This notice, effective September 23, 2009, describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. Back in the Game is required, by law, to maintain the privacy and confidentiality of your protected health information and to provide our patients with notice of our legal duties and privacy practices with respect to your protected health information.

Disclosure of your health care information

Treatment

We may disclose your health care information to other healthcare professionals within our practice for the purpose of treatment, payment or healthcare operations.

“On occasion, it may be necessary to seek consultation regarding your condition from other health care providers.”

Payment

We may disclose your health information to your insurance provider for the purpose of payment or health care operations. “As a courtesy to our patients, we will submit an itemized billing statement to your insurance carrier for the purpose of payment to Back in the Game for health care services rendered. If you pay for your health care services personally, we will, as a courtesy, provide an itemized billing to your insurance carrier for the purpose of reimbursement to you. The billing statement contains medical information, including diagnosis, date of injury or condition, and codes which describe the health care services received.”

Workers’ compensation

We may disclose your health information as necessary to comply with state workers’ compensation laws.

Emergencies

We may disclose your health information to notify or assist in notifying a family member, or another person responsible for your care about your medical condition or in the event of an emergency or of your death.

Public health

as required by law, we may disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability, reporting child abuse or neglect, reporting domestic violence, reporting to the food and drug administration problems with products and reactions to medications, and reporting disease or infection exposure.

Your health information rights

• you have the right to request restrictions on certain uses and disclosures of your health information. Please be advised, however, that Back in the Game will make every attempt to respect your privacy if it is not required to agree to the restriction that you requested.

• you have the right to have your health information received or communicated through an alternative method or sent to an alternative location other than the usual method of communication or delivery, upon your request.

• you have the right to inspect and copy your health information.

• you have a right to request that Back in the Game amend your protected health information.

Please be advised, however, that Back in the Game is not required to agree to amend your protected health information. If your request to amend your health information has been denied, you will be provided with an explanation of our denial reason(s) and information about how you can disagree with the denial.

• you have a right to receive an accounting of disclosures of your protected health information made by Back in the Game.

• you have a right to a paper copy of this notice of privacy practices at any time upon request.

Changes to this notice of privacy practices

Back in the Game reserves the right to amend this notice of privacy practices at any time in the future, and will make the new provisions effective for all information that it maintains. Until such amendment is made, Back in the Game is required by law to comply with this notice.

Back in the Game is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. If you have questions

about any part of this notice or if you want more information about your privacy rights, please contact: Ryan by calling the office at 503-351-8427

Complaints

Complaints about your privacy rights, or how Back in the Game has handled your health information should be directed to Ryan by calling this office at 503-351-8427

if you are not satisfied with the manner in which this office handles your complaint, you may submit a formal complaint to: d h s ,

office of civil rights

200 independence avenue, s.W.

Room 509f hhh building

Washington, dc 20201

Marketing.

We may contact you for marketing purposes or fundraising purposes, as described below:

“As a courtesy to our patients if you miss an appointment, it is our policy to call your home to reschedule your appointment time. If you are not at home, we leave a reminder message on your answering machine or with the person answering the phone. No personal health information will be disclosed during this recording or message other than the date and time of your scheduled appointment.

“It is our practice to participate in charitable events to raise awareness, food donations, gifts, money, etc. During these times, we may send you a letter, post card, invitation or call your home to invite you to participate in the charitable activity. We will provide you with information about the type of activity, the dates and times, and request your participation in such an event. It is not our policy to disclose any personal health information about your condition for the purpose of Back in the Game sponsored fund-raising events.”

Office practices

We may use your health information when showing gratitude for a referral by listing your name on our referral acknowledgement board, which hangs in the waiting room and treatment room.

Change of ownership.

In the event that Back in the Game is sold or merged with another organization, your health information/record will become the property of the new owner.