

Valor Horses for Heroes, PLLC Privacy Policy

We are required by law to protect the privacy of your health information. This health information may be information about health care we provide, payment for health care provided, or other health care operations. We are required by law to inform you of our legal duties and privacy practices with respect to health information through this *Notice of Privacy Practices*. This *Notice* describes the ways we share past, present, and future health information, ensuring that we use and/or disclose this information only as we have described in this *Notice*. We do however, reserve the right to change our privacy practices and the terms of this *Notice*, and to make the new *Notice* provisions effective for all health information we maintain. Should our information practices change, we will mail a revised notice to the address you've supplied us.

FOR ADDITIONAL INFORMATION OR TO REPORT A PROBLEM:

If you have questions and would like additional information, contact one of the practice owners. You have the right to make a complaint without fear of retaliation.

USE AND DISCLOSURE OF HEALTH INFORMATION:

Treatment

Valor Horses for Heroes, PLLC. may use health information, as needed, in order to provide, coordinate or manage health care and related services. This includes sharing health information with other health care providers. We will disclose health information outside of Valor Horses for Heroes, PLLC. for treatment purposes only with your consent, or when otherwise allowed under state or federal laws.

Payment for Services

We may use and disclose medical information about a client in order to obtain payment for services received by the client. This means that we may use medical information about a client to arrange for payment. For example; a bill may be sent to you or a third-party payer. The information on or accompanying the bill may include information that identifies you, along with your diagnosis, services and supplies used.

Other Circumstances

Valor Horses for Heroes, PLLC. may disclose a client's health information when circumstances have been determined to be so important that your authorization may not be required. Prior to disclosing any health information, we will evaluate each request to ensure that only necessary information will be disclosed. These circumstances include disclosures that are: Required by law: For public health activities. For example, we may disclose health information to public health authorities if a client has a communicable disease and we have reason to believe, based upon information provided to us, that there is a public health risk. Communicable disease such as tuberculosis or HIV/AIDS, will be treated as confidential unless otherwise specified by law. Other than circumstances described to you in other sections of this Notice, we will not release any information about communicable diseases except as required to protect public health or the spread of a disease, or at the request of the State or Local Health Director;

- Regarding abuse, neglect or domestic violence
- For health oversight activities such as licensing
- For law enforcement purposes unless otherwise prohibited by state or federal law
- For court proceedings such as court orders to appear
- Related to death such as disclosure to a funeral director
- Related to donation of organs or tissue
- To avert a serious threat to the health or safety of a person or the public
- Related to specialized government activities such as national security
- To correction institutions or other law enforcement officials if a resident is in their custody
- For Worker's Compensation in cases pending before the Industrial Commission

Disclosure of Health Information That Requires Your Authorization

Valor Horses for Heroes, PLLC. will not disclose health information about a client without authorization, except as allowed or required by state or federal law. For all other disclosures, we will ask you to sign a written authorization that allows us to share or request your health information. Prior to signing an authorization, you will be fully informed of the exact information you are authorizing to be disclosed/request and to/from whom the information will be disclosed/requested.

Prohibited Disclosure of Health Information

Valor Horses for Heroes, PLLC. will never disclose protected health information in the following manners:

- Valor Horses for Heroes, PLLC. shall not sell protected health information without an individual authorization. Sale of protected health information includes any disclosure of protected health information in exchange for remuneration.
- Valor Horses for Heroes, PLLC. shall not use protected health information without individual authorization for marketing purposes. Under no circumstances will Valor Horses for Heroes, PLLC accept payment from a third party whose product or service is promoted in marketing communication (with narrow exceptions such as for refill reminders where the payment is limited to the cost of making the communication).
- Valor Horses for Heroes, PLLC. shall not use protected health information without individual authorization to make fundraising communications, unless each communication provides a means for the recipient to opt out of receiving any further such communications and the opt-out mechanism entails no more than the normal cost for the recipient.
- Valor Horses for Heroes, PLLC shall not sell or otherwise disclose any protected health information for marketing-related purposes.

Your Rights Regarding Health Information

You have the following rights regarding the health information created and maintained by Valor Horses for Heroes, PLLC.

- **Right to receive a copy of this Notice** All Valor Horses for Heroes, PLLC clients and their guardians have a right to have a paper copy of our Notice of Privacy Practices at any time.
- **Right to request different ways to communicate with you** You have the right to request to be contacted at a different location or by a different method.
- **Right to request to see and copy health information** If you are a Valor Horses for Heroes, PLLC client or the guardian of a client, you have the right to request to see and receive a copy of health information in medical, billing and other records that are used to make decisions. Your request must be in writing to our practice manager. You can expect a response to your request within 30 days. If your request is approved, and if you wish copies (paper or electronic), you will be charged a fee to cover the cost of making the copies or creating electronic media. We may provide you with a summary or explanation of health information (instead of providing you with a full copy of a person's health information record), if you agree in advance to that format and to the cost of preparing such information. A licensed therapist may deny your request or a professional designated by our agency director under certain circumstances. If we do deny your request, we will explain our reason for doing so in writing and describe any rights you may have to request a review of our denial. In addition, you have the right to contact our practice manager to request that a copy of a client's health information be sent to a physician or psychologist of your choice.
- **Right to request amendment of health information** You have the right to request changes in the health information in medical, billing and other records used to make decisions concerning Valor Horses for Heroes, PLLC clients. If you believe that we have information that is either inaccurate or incomplete, you may request in writing to our practice manager and explain your reasons for the amendment. We must respond to your request within 30 days of receipt. If we accept your request to change the client's health information, we will add the amendment but will not destroy the original record. In addition, we will make reasonable efforts to inform others of the changes,

including persons you name who have received the health information and who need the changes. We may deny your request if the information was not created by Valor Horses for Heroes, PLLC or the information is not part of the records used to make decisions. If we deny your request to change the health information, we will explain in writing to you the reasons for denial and describe your rights to give us a written statement disagreeing with the denial. If you provide a written statement, the statement will become a permanent part of the client's record. Whenever disclosures are made of the information in question, your written statement will be disclosed as well.

- **Violations/Complaints** If anyone believes that privacy rights have been violated by Valor Horses for Heroes, PLLC or if anyone is dissatisfied with our privacy policies or procedures, they may file a complaint with us, or with the federal government. We will not take any action against any person or change our treatment of any person based on the filing of a complaint. To file a written complaint with Valor Horses for Heroes, PLLC, you may bring your complaint to any Valor Horses for Heroes, PLLC office or you may mail it to the following address:

Valor Horses for Heroes, PLLC
2920 Trent Road
New Bern, NC 28562