

## Privacy Notice and Authorization

As you are no doubt aware, Federal privacy requirements known as HIPAA privacy regulations, obligate most physician practices to provide notice about privacy rights and detailed policies designed to protect your privacy. These requirements were put in place because so much personal health information is now being shared in digital format over computer networks. Because Dr. Lonsdorf does not bill electronically or otherwise share personal health information in digital format this office is not subject to the detailed provisions of the HIPAA privacy regulations.

Nonetheless, you should be assured that Dr. Lonsdorf remains committed to protecting personal health information confidentiality. You should understand the following with regard to how we treat your personal health information, which includes medical and mental health information:

- 1) If you wish records sent to a health provider you have not yet seen, a family member, an attorney, or other party outside of this list, you must first sign a release of information before we can forward your information. We do not provide personal health information directly to your insurance company without your additional written consent. Under certain conditions, we may provide you with a receipt for services that is submittable to private insurers. We cannot provide submittable receipts to Medicare recipients, however we can provide general receipts suitable for tax or other personal purposes.
- 2) We cannot release information to family members, other than parents or legal guardians, even if they are involved in your care, without your written permission.
- 3) In order to ensure quality of care, Dr. Lonsdorf's records are occasionally reviewed both internally and by outside consultants in legal, clinical, record keeping and other concerns that affect the quality of the services we provide. Only necessary information is accessed, and any such review is performed by professional staff working under the condition of confidentiality.
- 4) If you wish to limit the nature of information that is released, or the parties noted above to whom information may be provided, please ask to meet with Dr. Lonsdorf office manager to discuss these limitations. In some instances, Dr. Lonsdorf may not be in a legal position to honor requested limitations, or there may be consequences that you need to be aware of, such as limitations upon the coordination or quality of care delivered. It is best to discuss any such concerns in advance.
- 5) You may revoke authorization for the future release of information in writing. We may in that event, however, decline to provide further treatment.
- 6) We may be required by law, in some cases, to make disclosures of your record that you have not authorized. Examples are subpoenas in criminal or civil litigation, or requests/surveys by licensure or other regulatory agencies.
- 7) While the records of the care we provide are the practice's property, we will make them available for your inspection and provide copies at a reasonable fee. If you have any concerns about your health records, please discuss this with Dr. Lonsdorf's medical records personnel. Dr. Lonsdorf reserves the right to charge for the copying and forwarding of your health records.

Dr. Lonsdorf will provide appointment reminders, as well as other scheduling issues, by email. She will notify you of your lab results through your private "myupdox" portal, a method that ensures privacy and is HIPAA compliant.

## *Forms of Communication, Patient or Client Election*

Important Notices: E-mail is not a secure and confidential method of communicating health information. E-mail services may scan terms for advertising opportunities, third-party “hackers” may attempt to access your account or family and friends may have access to your e-mail. If you e-mail us you thereby accept the risk of the lack of security for your own e-mail and our answers. Patients are responsible for securing their part of the communication and are strongly encouraged to use your “myupdox” message portal for all communications other than scheduling. For scheduling issues, the fastest response will come by emailing [healthoffice@drlonsdorf.com](mailto:healthoffice@drlonsdorf.com) or calling the office phone number.

Coaching clients only— Coaching clients who do not have a “myupdox” portal account are encouraged to call the office phone number or text Dr. Lonsdorf directly if they have medical information to convey. Intake forms are through a HIPAA-compliant platform and secured to acceptable standards for electronic health records. For added comfort, you may also use only your first name or initials when filling out personal health information solely for coaching purposes.

E-mail communication is appropriate to to confirm or request scheduling, to ask simple questions that don’t require discussion, to clarify instructions or ask a question about recommendations made during your office visit (preferably, use “myupdox” for complete privacy regarding any personal health information, explicit or implied.) E-mail communication is not appropriate for communicating urgent or emergency information or discussing personal health information.

E-mail and “Myupdox” communications do not take the place of an office consultation. If you think you need to be seen, please book an appointment. Staff other than Dr. Lonsdorf may check the inbox to handle routine matters and may read your communications. It is important to keep in mind that there may be a delay before staff can check and read the message you sent. Messages are generally not checked over the weekend or holidays.

E-Mail: I have read the notice above and understand the security limitations with electronic communication. I agree to use e-mail communication in accordance with the above policies. I understand that even if I do not show agreement to the use of e-mail on this form, if at some time I initiate e-mail communication I signal my acceptance of these terms and for return communication via e-mail.

Telephone Communication: I give permission for Dr. Lonsdorf practitioners or staff to contact me via telephone at the number I have provided and leave a message that may contain appointment information if I am not available.