	East Paris Surgical Center, LLC		
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MR-303	Subject: Notice of Privacy Practices		

EAST PARIS SURGICAL CENTER, LLC
NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed, and how you can gain access to this information. Please review it carefully.

Protected health information (PHI), about you, is maintained as a written and/or electronic record of your contacts or visits for healthcare services with our practice. Specifically, PHI is information about you, including demographic information (i.e., name, address, phone, etc.), that may identify you and relates to your past, present or future physical or mental health condition and related healthcare services.

Our practice is required to follow specific rules on maintaining the confidentiality of your PHI, using your information, and disclosing or sharing this information with other healthcare professionals involved in your care and treatment. This Notice describes your rights to access and control your PHI. It also describes how we follow applicable rules and use and disclose your PHI to provide your treatment, obtain payment for services you receive, manage our healthcare operations and for other purposes that are permitted or required by law.

Your Rights Under The Privacy Rule - Following is a statement of your rights, under the Privacy Rule, in reference to your PHI. Please feel free to discuss any questions with our staff.

You have the right to receive, and we are required to provide you with, a copy of this Notice of Privacy Practices - We are required to follow the terms of this notice. We reserve the right to change the terms of our notice at any time. Upon your request, we will provide you with a revised Notice of Privacy Practices if you call our office and request that a revised copy be sent to you in the mail or ask for one at the time of your next appointment. The Notice will also be posted in our waiting rooms within the practice, and if such is maintained by the practice, on its website.


You have the right to authorize other use and disclosure - This means we will only use or disclose your PHI as described in this Notice, unless you authorize other use or disclosure in writing. For example, we would need your written authorization to use or disclose your PHI for marketing purposes, for most uses or disclosures of psychotherapy notes or substance use disorder counseling notes, or if we intended to sell your PHI. You may revoke an authorization, at any time, in writing, except to the extent that your healthcare provider, or our practice has taken an action in reliance on the use or disclosure indicated in the authorization.

You have the right to request an alternative means of confidential communication – This means you have the right to ask us to contact you about medical matters using an alternative method (i.e., email, telephone), and to a destination (i.e., cell phone number, alternative address, etc.) designated by you. You must inform us in writing, using a form provided by our practice, how you wish to be contacted if other than the address/phone number that we have on file. We will follow all reasonable requests.

You have the right to inspect and obtain a copy of your PHI - This means you may inspect, and obtain a copy of your complete health record, or to direct us to disclose your PHI to a third party. If your health record is maintained electronically, you will also have the right to request a copy in electronic format. We have the right to charge a reasonable fee for paper or electronic copies as established by professional, state, or federal guidelines. We are required to provide you with access to your records within 30 days of your written request unless an extension is necessary. In such cases, we will notify you of the reason for the delay, and the expected date when the request will be fulfilled.

You have the right to request a restriction of your PHI - This means you may ask us, in writing, not to use or disclose any part of your protected health information for the purposes of treatment, payment or healthcare operations. If we agree to the requested restriction, we will abide by it, except in emergency circumstances when the information is needed for your treatment. In certain cases, we may deny your request for a restriction. You will have the right to request, in writing, that we restrict communication to your health plan regarding a specific treatment or service that you, or someone on your behalf, has paid for in full, out-of-pocket. We are not permitted to deny this specific type of requested restriction.

You may have the right to request an amendment to your protected health information - This means you may request an amendment of your PHI for as long as we maintain this information. In certain cases, we may deny your request.

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You have the right to request a disclosure accountability - This means that you may request a listing of disclosures that we have made, of your PHI, to entities or persons outside of our practice except for those made upon your request, or for purposes of treatment, payment or healthcare operations. We will not charge a fee for the first accounting provided in a 12-month period.

You have the right to receive a privacy breach notice - You have the right to receive written notification if the practice discovers a breach of your unsecured PHI, and determines through a risk assessment that notification is required.

How We May Use or Disclose Protected Health Information

Following are examples of uses and disclosures of your protected health information that we are permitted to make. These examples are not meant to be exhaustive, but to describe possible types of uses and disclosures.

Treatment - We may use and disclose your PHI to provide, coordinate, or manage your healthcare and any related services. This includes the coordination or management of your healthcare with a third party that is involved in your care and treatment. For example, we would disclose your PHI, as necessary, to a pharmacy that would fill your prescriptions. We will also disclose PHI to other Healthcare Providers who may be involved in your care and treatment.

Special Notices - We may use or disclose your PHI, as necessary, to contact you to remind you of your appointment. We may contact you by phone or other means to provide results from exams or tests and to provide information that describes or recommends treatment alternatives regarding your care. If the patient is scheduled for surgery, a surgical packet will be mailed to the patient. We will also mail the patient a notice to reschedule an appointment, give an update on their insurance, account status, or give miscellaneous information that could possibly request the patient to return our call. Also, we may contact you to provide information about health-related benefits and services offered by our office, or with respect to a group health plan, to disclose information to the health plan sponsor. You will have the right to opt out of such special notices.


Payment - Your PHI will be used, as needed, to obtain payment for your healthcare services. This may include certain activities that your health insurance plan may undertake before it approves or pays for the healthcare services we recommend for you such as, making a determination of eligibility or coverage for insurance benefits.

Healthcare Operations - We may use or disclose, as needed, your PHI in order to support the business activities of our practice. This includes, but is not limited to business planning and development, quality assessment and improvement, medical review, legal services, auditing functions and patient safety activities.

Health Information Organization - The practice may elect to use a health information organization, or other such organization to facilitate the electronic exchange of information for the purposes of treatment, payment, or healthcare operations.

To Others Involved in Your Healthcare - Unless you object, we may disclose to a member of your family, a relative, a close friend or any other person, that you identify, your PHI that directly relates to that person's involvement in your healthcare. If you are unable to agree or object to such a disclosure, we may disclose such information as necessary if we determine that it is in your best interest based on our professional judgment. We may use or disclose PHI to notify or assist in notifying a family member, personal representative or any other person that is responsible for your care, of your general condition or death. If you are not present or able to agree or object to the use or disclosure of the PHI, then your healthcare provider may, using professional judgment, determine whether the disclosure is in your best interest. In this case, only the PHI that is necessary will be disclosed.

Other Permitted and Required Uses and Disclosures - We are also permitted to use or disclose your PHI without your written authorization, or providing you an opportunity to object, for the following purposes: if required by state or federal law; for public health activities and safety issues (e.g. a product recall); for health oversight activities; in cases of abuse, neglect, or domestic violence; to avert a serious threat to health or safety; for research purposes; in response to a court or administrative order, and subpoenas that meet certain requirements; to a coroner, medical examiner or funeral director; to respond to organ and tissue donation requests; to address worker's compensation, law enforcement and certain other government request, and for specialized government functions (e.g. military, national security, etc); with respect to a group

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health plan, to disclose information to the health plan sponsor for plan administration; and if requested by the Department of Health and Human Services in order to investigate or determine our compliance with the requirements of the Privacy Rule.

Prohibited Uses/Disclosures- Substance use disorder treatment records received from Part 2 programs; a testimony relating the contents of such records, will not be used or disclosed in any criminal investigation, to initiate or substantiate criminal charges, or in civil, criminal, administrative or legislative proceedings against you without your authorization or a court order with accompanying subpoena or similar legal mandate compelling disclosure.

Redisclosure- Protected health information that is disclosed pursuant to the Privacy Rule may be subject to redisclosure and no longer protected by the Privacy Rule. For example, if a disclosure is made to a third party who is not subject to HIPAA rules (e.g., is not a healthcare provider, health plan, or healthcare clearinghouse), this entity may redisclose the PHI to others without restrictions.

Privacy Complaints

You have the right to complain to us, or directly to the Secretary of the Department of Health and Human Services if you believe your privacy rights have been violated by us. We will not retaliate against you for filing a complaint.

- 1. State of Michigan Facility Complaints-** The State of Michigan investigates complaints regarding health facility safety, quality of care, and licensing violations. This is the direct online intake form used for Michigan ambulatory surgery centers.


- **Agency Name:** Michigan Department of Licensing and Regulatory Affairs (LARA)
- **Bureau:** Bureau of Survey and Certification (BSC)
- **Toll-Free Complaint Hotline:** 1-800-882-6006
- **Direct Online Complaint Portal:** lara.state.mi.us
- **Mailing Address:**
Department of Licensing & Regulatory Affairs Bureau of Survey and Certification – Complaint Intake Section
P.O. Box 30838
Lansing, MI 48909

- 2. Medicare / CMS Complaints-** For health facility conditions and quality of care issues at an ambulatory surgery center, the Centers for Medicare & Medicaid Services (CMS) directs beneficiaries to file through the State Survey Agency (LARA listed above). However, general Medicare complaints or coverage rights violations can be initiated directly with Medicare.

- **Agency Name:** Centers for Medicare & Medicaid Services (CMS)
- **Toll-Free Phone Line:** 1-800-MEDICARE (1-800-633-4227)
- **TTY Users Phone Line:** 1-877-486-2048
- **Direct Online Complaint Form:** <https://www.medicare.gov/my/medicare-complaint>

- 3. Medicare Beneficiary Ombudsman-** The Medicare Ombudsman helps ensure patient rights are protected and reviews issues that have not been adequately resolved through standard Medicare complaint processes. Patients may review their programmatic rights online or ask a 1-800-MEDICARE representative to escalate their unresolved inquiry directly to the Ombudsman.

- **Office Name:** CMS Medicare Beneficiary Ombudsman (MBO)
- **How to Escalate via Phone:** Call 1-800-633-4227 and explicitly ask the agent to submit your unresolved complaint to the Ombudsman.
- **Ombudsman General Web Resource:** <https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

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- **Ombudsman Rights and Help Portal:** <https://www.medicare.gov/basics/your-medicare-rights/get-help-with-your-rights-protections>

* You may ask questions about your privacy rights, file a complaint, or submit a written request (for access, restriction, or amendment of your PHI or to obtain a disclosure accountability) by notifying our Privacy Manager at:

ASC Director
1000 East Paris Ave SE
Suite LL01
Grand Rapids, MI 49546
(616) 464-3430

We will not retaliate against you for filing a complaint.