

## **NOTICE OF PRIVACY PRACTICES**

Davis Dental Group is required by law to maintain the privacy of protected health information ("PHI") and to provide individuals with notice of Davis Dental Group's legal duties and privacy practices with respect to PHI. PHI is information that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services. This Notice of Privacy Practices ("Notice") describes how Davis Dental Group may use and disclose PHI to carry out treatment, payment or health care operations and for other specified purposes that are permitted or required by law. The Notice also describes your rights with respect to PHI about you.

Davis Dental Group is required to follow the terms of this Notice. Davis Dental Group will not use or disclose PHI about you without your written authorization, except as described in this Notice. Davis Dental Group reserves the right to change our practices and this Notice and to make the new Notice effective for all PHI Davis Dental Group maintains. Upon request, Davis Dental Group will provide any revised Notice to you.

A current copy of this Notice is posted in the waiting room of Davis Dental Group. In addition, the current Notice and any revised Notice will be posted on Davis Dental Group's website at [www.davisdentalgroup.com](http://www.davisdentalgroup.com).

### **YOUR HEALTH INFORMATION RIGHTS**

You have the following rights with respect to PHI about you:

**Obtain a paper copy of the Notice upon request.** You may request a copy of the Notice at any time. You may obtain a paper copy at our office or by writing to Davis Dental Group, 10047 Midlothian Turnpike, Suite 100, Richmond, VA, 23235 Attention: DDG Privacy Officer.

**Request a restriction on certain uses and disclosures of PHI.** You have the right to request additional restrictions on our use or disclosure of PHI about you by completing a Request for Additional Restriction on Use or Disclosure of Protected Health Information form (available at our office) and delivering it to the Davis Dental Group sending it to Davis Dental Group, 10047 Midlothian Turnpike, Suite 100, Richmond, VA, 23235 Attention: DDG Privacy Officer. Davis Dental Group is not required to agree to additional restrictions that are requested.

**Inspect and obtain a copy of PHI.** You have the right to access and copy PHI about you that is contained in a designated record set for as long as Davis Dental Group maintains the PHI. The designated record set usually will include treatment notes, radiographs, photographs, and billing records. To inspect or copy PHI about you, you must complete a Request for Access to Protected Health Information form. Davis Dental Group may charge you a fee for the costs of copying, mailing and supplies that are necessary to fulfill your request. Davis Dental Group may deny your request to inspect and copy in certain limited circumstances. If you are denied access to PHI about you, you may request that the denial be reviewed.

**Request an amendment of PHI.** If you feel that PHI Davis Dental Group maintains about you is incomplete or incorrect, you may request that Davis Dental Group amend it. You may request an amendment for as long as Davis Dental Group maintains the PHI. To request an amendment, you must complete a Request to Amend Protected Health Information form, available at our office. You must include a reason that supports your request. Davis Dental Group may deny your request for amendment if the PHI:

- Was not created by Davis Dental Group, unless the person or entity that created the PHI is no longer available to make the amendment;
- Is not part of the PHI kept by or for Davis Dental Group;
- Is not part of the PHI which you would be permitted to inspect and copy; or
- Is accurate and complete.

If Davis Dental Group denies your request for amendment, you have the right to submit to Davis Dental Group a statement of disagreement with the decision and Davis Dental Group may give a rebuttal to your statement.

**Receive an accounting of disclosures of PHI.** You have the right to receive an accounting of the disclosures Davis Dental Group made of PHI about you on or after April 14, 2003 for most purposes other than treatment, payment, or health care operations. The accounting will exclude certain disclosures, such as disclosures made directly to you, disclosures you authorize, disclosures to friends or family members involved in your care, and disclosures for notification purposes. The right to receive an accounting is subject to certain other exceptions, restrictions, and limitations. To request an accounting, you must complete a Request for an Accounting of Disclosures form, available at our office. Your request must specify the time period, but may not be longer than 5 years. The first accounting you request within a 12 month period will be provided free of charge, but you may be charged for the cost of providing additional accountings. Davis Dental Group will notify you of the cost involved and you may choose to withdraw or modify your request at that time.

**Request communications of PHI by alternative means or at alternative locations.** You have the right to request how and where Davis Dental Group contacts you about PHI. For instance, you may request that Davis Dental Group contact you about dental matters only in writing or at a different residence or post office box. Your request must state how or where you would like to be contacted. Davis Dental Group will accommodate all reasonable requests.

#### **EXAMPLES OF HOW DAVIS DENTAL GROUP MAY USE AND DISCLOSE PHI**

The following are descriptions and examples of ways Davis Dental Group uses and discloses PHI:

**Davis Dental Group will use PHI for treatment.** Example: Information obtained by the pharmacist will be used to dispense prescription medications to you. Davis Dental Group will document in your record information related to the medications dispensed to you and services provided to you.

**Davis Dental Group will use PHI for payment.** Example: Davis Dental Group will contact your insurer or benefit manager to determine whether it will pay for your treatment and the amount of your copayment. Davis Dental Group will bill you or a third-party payor for the cost of treatment rendered. The information on or accompanying the bill may include information that identifies you, as well as the services provided you are taking.

**Davis Dental Group will use PHI for health care operations.** Example: Davis Dental Group may use information in your health record to monitor the performance of the dentists and staff providing treatment to you. This information will be used in an effort to continually improve the quality and effectiveness of the dental care and service Davis Dental Group provides.

Davis Dental Group is likely to use or disclose PHI for the following purposes:

**Business associates.** There are some services provided by us through contracts with business associates. Examples may include archive records storage, software support and maintenance companies, as well as select telecommunications companies assisting in transmission of electronic data for payment/treatment. When these services are contracted for, Davis Dental Group may disclose PHI about you to our business associate so that they can perform the job Davis Dental Group has asked them to do and bill you or your third-party payor for services rendered. To protect PHI about you, Davis Dental Group requires the business associate to appropriately safeguard the PHI.

**Communication with individuals involved in your care or payment for your care.** Health professionals such as dentists, using their professional judgment, may disclose to a family member, other relative, close personal friend or any person you identify, PHI relevant to that person's involvement in your care or payment related to your care.

**Health-related communications.** Davis Dental Group may contact you to provide reminders for treatment due or information about treatment alternatives or other dental health-related benefits and services that may be of interest to you.

**Worker's compensation.** Davis Dental Group may disclose PHI about you as authorized by and as necessary to comply with laws relating to worker's compensation or similar programs established by law.

**Public health.** As required by law, Davis Dental Group may disclose PHI about you to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

**Law enforcement.** Davis Dental Group may disclose PHI about you for law enforcement purposes as required by law or in response to a valid subpoena or other legal process.

**As required by law.** Davis Dental Group must disclose PHI about you when required to do so by law.

**Health oversight activities.** Davis Dental Group may disclose PHI about you to an oversight agency for activities authorized by law. These oversight activities include audits, investigations, and inspections, as necessary for our licensure and for the government to monitor the health care system, government programs, and compliance with civil rights laws.

**Judicial and administrative proceedings.** If you are involved in a lawsuit or a dispute, Davis Dental Group may disclose PHI about you in response to a court or administrative order. Subject to Virginia law, Davis Dental Group may also disclose PHI about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the requested PHI.

Davis Dental Group is permitted to use or disclose PHI about you for the following purposes:

**Research.** Davis Dental Group may disclose PHI about you to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your information.

**Coroners, medical examiners, and funeral directors.** Davis Dental Group may release PHI about you to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. Davis Dental Group may also disclose PHI to funeral directors consistent with applicable law to carry out their duties.

**Organ or tissue procurement organizations.** Consistent with applicable law, Davis Dental Group may disclose PHI about you to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.

**Notification.** Davis Dental Group may use or disclose PHI about you to notify or assist in notifying a family member, personal representative, or another person responsible for your care, your location, and your general condition.

**Correctional institution.** If you are or become an inmate of a correctional institution, Davis Dental Group may disclose PHI to the institution or its agents when necessary for your health or the health and safety of others.

**To avert a serious threat to health or safety.** Davis Dental Group may use and disclose PHI about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

**Military and veterans.** If you are a member of the armed forces, Davis Dental Group may release PHI about you as required by military command authorities. Davis Dental Group may also release PHI about foreign military personnel to the appropriate military authority.

**National security and intelligence activities.** Davis Dental Group may release PHI about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

**Victims of abuse, neglect, or domestic violence.** Davis Dental Group may disclose PHI about you to a government authority, such as a social service or protective services agency, if Davis Dental Group reasonably believes you are a victim of abuse, neglect, or domestic violence. Davis Dental Group will only disclose this type of information to the extent required by law, if you agree to the disclosure, or if the disclosure is allowed by law and Davis Dental Group believes it is necessary to prevent serious harm to you or someone else or the law enforcement or public official that is to receive the report represents that it is necessary and will not be used against you.

#### **OTHER USES AND DISCLOSURES OF PHI**

Davis Dental Group will obtain your written authorization before using or disclosing PHI about you for purposes other than those provided for above or as otherwise permitted or required by law. You may revoke any such authorization in writing at any time. Upon receipt of the written revocation, Davis Dental Group will stop using or disclosing PHI about you, except to the extent that has already taken action in reliance on the authorization.

#### **FOR MORE INFORMATION OR TO REPORT A PROBLEM**

If you have questions or would like additional information about Davis Dental Group's privacy practices, you may contact Davis Dental Group by calling the Davis Dental Group Pharmacy Privacy Officer at 804/320-2009 or writing to Davis Dental Group, 10047 Midlothian Turnpike, Suite 100, Richmond, VA, 23235 Attention: DDG Privacy Officer. If you believe your privacy rights have been violated, you can file a complaint in writing with the Davis Dental Group Privacy Officer or with the Secretary of the United States Department of Health and Human Services. There will be no retaliation for filing a complaint.