

### How is patient privacy protected?

At Panetta, we understand that information about you and your health is personal, and strive to maintain the confidentiality of your health information. We continuously work to safeguard that information through administrative, physical, and technical means, and otherwise abide by applicable federal and state guidelines.

### How do we use and disclose health information?

When you come to Panetta, we use and disclose your health information only for the normal business activities that the law classifies within the categories of treatment, payment, and health care operations. The following are examples of those activities: (Note: Not every use or disclosure falls within the categories listed.)

- **Treatment:** We keep a record of each visit and/or admission. This record may include your test results, diagnoses, and your response to other therapies or treatments. We disclose this information so physical therapists, physical therapy assistants and aides, other staff members, and other medical offices associated with your care can ensure the optimum plan of treatment and your progression is communicated on a regular basis.
- **Payment:** We document the services and supplies you receive at each visit so you, your insurance company, or another third party can provide payment to us. We may tell your health plan about upcoming treatment or services that require prior approval by your health plan.
- **Health Care Operations:** Health information is used to improve the services we provide, to train staff and students, for business management, quality improvement, and for customer service. For example, we may use your health information to review our treatment and services, and to evaluate the performance of our staff in caring for you.

Cases in which we are limited by state law to release certain categories of health information are:

- Complying with federal, state, or local laws that require disclosure
- Informing authorities to protect victims of abuse or neglect
- Complying with federal and state health oversight activities such as fraud investigations
- Responding to law enforcement officials or judicial orders, subpoenas, or other processes
- Conducting research following internal review protocols to ensure the balancing of privacy and research needs
- Averting a serious threat to health or safety
- Assisting in specialized government functions such as national security, intelligence, and protective services
- Informing workers' compensation carriers or your employer if you are injured at work
- Recommending treatment alternatives
- Notifying you of health-related products and services
- Communicating with other Panetta organizations for treatment, payment, or health care operations
- Communicating with other providers, health plans, or their related entities for their treatment or payment activities, or health care operations activities relating to quality assessment of licensing
- Providing information to contractors, agents, and other business associates who need information in order to assist us with obtaining payment or carrying out business operations, such as medical record transcription services. We may also share your health information with an insurance company, a law firm, or a risk management organization in order to obtain professional advice about how to manage risk and legal liability, including insurance or legal claims.

## What are Panetta's responsibilities?

By law, Panetta is required to:

- Maintain the privacy of your health information.
- Provide this notice of our duties and privacy practices.
- Abide by terms of the notice currently in effect.

We reserve the right to change privacy practices, and make the new practices effective for all the information we maintain. Revised notices will be posted in our facilities and we will offer you a copy when you receive services.

## Do I have any federal rights?

The law entitles you to:

- Make a written request to inspect and copy certain portions of your health information.
- Request amendment of your health information if you feel the health information is incorrect or incomplete. (However, under certain circumstances, we may deny your request.)
- Make a written request that we restrict how we use or disclose your health information (However, we are not required to honor your request.)
- Make a written request that we communicate with you at a specific telephone number or address.
- Obtain a paper copy of this notice.

## What if I have a complaint?

If you believe that your privacy has been violated, you may file a complaint in writing to:

Panetta Physical Therapy, P.C.  
Health Information Management  
225 Howells Rd.  
Bay Shore, NY 11706

or to:

Secretary of Health and Human Resources  
200 Independence Ave. S.E.  
Washington, DC 205201

## Who will follow this notice?

This notice describes Panetta's practices and those of all departments and divisions of Panetta Physical Therapy which have access to health information. Your personal care providers may have different policies or notices regarding their use and disclosure of your health information created in their offices.

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**Bay Shore:** 225 Howells Rd., Bay Shore NY 11706  
Ph: 631-665-4560, Fax: 631-665-7213  
**Roslyn:** 55 Bryant Ave., Roslyn NY 11576  
Ph: 516-484-9775, Fax: 516-625-7701

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