

Shot Nurse
Notice of Privacy Practices
(Includes Omnibus changes as of March 2013)

If you have any questions regarding the Privacy Notice contact Privacy officer: Deborah Overall
(901)685-9999

According to HIPAA “Health Information Portability and Accountability Act” guidelines The Shot Nurse (hereafter referred to as “Provider”) must maintain a privacy policy to protect your health information referred to as PHI. The following is a list of rights you have as a consumer of health care services.

1. Right to a copy of your records.
2. Persons must be told how their information is used and to whom it will be disclosed.
Right to receive notification of a Breach.
3. Written permission before sharing any information pertaining to treatment with others, except in case of emergency.
4. All information must be provided to law enforcement agencies.

How your information may be shared: When submitting an insurance claim for payments your personal information will be electronically transmitted to the insurance carrier. Information may be shared to collect on any past due accounts to a third-party collection contractor. For Health Oversight Activities authorized by law.

CDC research, public health purposes or for reporting any adverse reactions. The provider’s connected to the Tennessee State Registry and shares demographics with vaccination records.

If you are involved in a lawsuit or dispute we may disclose PHI in response to a court order.

Your vaccination record will be shared with your employer if your employer is paying for your vaccinations or other services and the record is needed for verification of services received. In the event any record of services is provided to your employer, that record will be considered confidential by your employer. All services provided by your employer are strictly voluntary and not required unless otherwise stated by that employer.

* You will receive a copy of your record at time of service and have access to your immunization record through eClinicalWorks patient portal; in the event you need additional copies in the future from The Shot Nurse these copies are subject to a nominal duplication fee so please keep your records in a safe place.

The Shot Nurse utilizes Digital marketing services to evaluate the level of service you received during your service. You may receive communications via email or telecommunication regarding recommended vaccinations or vaccines needed to finish a series or as an appointment reminder. This is a standard procedure for all patients however you may elect to opt out. Please notify the front desk if you choose not to receive these communications.

We reserve the right to revise or change this notice. A current copy of the notice will be posted.

This information has been supplied in accordance to HIPAA regulations and your signature on the consent form verifies you have read and received a copy as requested or via web site containing this information.

*** A COPY OF OUR PRIVACY POLICY IS MADE AVAILABLE TO YOU.**

(over)

MEDICAL CLIENTS RIGHTS AND RESPONSIBILITIES

1. **Information Disclosure.** *Consumers have the right to receive accurate, easily understood information and some require assistance in making informed health care decisions about their health plans, professionals, and facilities. If you do not understand the consent form please ask the nurse to verify any information and answer any questions. If you have a question regarding health plan coverage please contact your insurance provider by calling the telephone # provided on the back of your insurance card. Due to the variety of health plans The Shot Nurse is not familiar with all plans so the client is responsible to verify coverage with their health plan.*
2. **Choice of Providers and Plans.** *Consumers have the right to a choice of health care providers that is sufficient to ensure access to appropriate high-quality health care.*
3. **Access to Emergency Services.** *Consumers have the right to access emergency health care services when and where the need arises. Health plans should provide payment when a consumer presents to an emergency department with acute symptoms of sufficient severity -- including severe pain. In the event of an adverse reaction such as allergic reaction or syncope you will receive standard protocol treatment for symptoms and in life threatening situation we will call 911 for further treatment and transportation to your hospital of choice via ambulance. If you are unable to communicate your hospital of choice you will be transferred to the closest hospital ER.*
4. **Participation in Treatment Decisions.** *Consumers have the right and responsibility to fully participate in all decisions related to their health care. Consumers who are unable to fully participate in treatment decisions have the right to be represented by parents, guardians, family members, or other conservators.*
5. **Respect and Nondiscrimination.** *Consumers have the right to considerate, respectful care from all members of the health care system at all times and under all circumstances. An environment of mutual respect is essential to maintain a quality health care system.*
6. **Confidentiality of Health Information.** *Consumers have the right to communicate with health care providers in confidence and to have the confidentiality of their individually identifiable health care information protected. **If you have a medical condition or need to speak to the nurse confidentially please ask the nurse to review consent form in exam room.** Consumers also have the right to review and copy their own medical records and request amendments to their records. Please review The Shot Nurse specific privacy policy.*
7. **Complaints and Appeals.** *All consumers have the right to a fair and efficient process for resolving differences with their health plans, health care providers, and the institutions that serve them, including a rigorous system of internal review and an independent system of external review. Please contact Deborah Overall at (901)-685-9999 for any concerns with services provided by The Shot Nurse.*
8. **Consumer Responsibilities.** *In a health care system that protects consumers' rights, it is reasonable to expect and encourage consumers to assume reasonable responsibilities. Greater individual involvement by consumers in their care increases the likelihood of achieving the best outcomes and helps support a quality improvement, cost-conscious environment.*