



Notice of Privacy Practices

Policy Statement: This notice outlines how your health information (Protected Health Information, or PHI) may be used and disclosed and how you can access this information, as required by the Health Insurance Portability and Accountability Act of 1995 (HIPAA). Please review this notice carefully.

Our Commitment to Privacy

Our practice is committed to protecting your PHI. We maintain records to support your treatment and services and ensure compliance with legal privacy requirements. This notice details:

- How your PHI may be used and disclosed
- Your privacy rights
- Our obligations regarding your PHI

Harmony HRT reserves the right to revise this notice. Any updates will be posted visibly in our offices, and a copy will be available upon request.

Permitted Uses and Disclosures of PHI

We may use or disclose your PHI for the following purposes:

- Treatment – To provide healthcare services and share relevant information with others involved in your care.
- Payment – To bill for services and communicate with your insurance for payment processing.
- Healthcare Operations – To enhance our service quality, including evaluations and business planning.
- Appointment Reminders – To contact you regarding upcoming appointments.
- Treatment Options – To inform you about treatment options and alternatives.
- Health-Related Services – To notify you of health benefits or services.
- Family/Friends Involved in Your Care – To share relevant or necessary information with family or friends you have authorized to be involved in your care or payment.
- Legal Requirements – To comply with federal, state, and local laws.

Special Circumstances for Use and Disclosure

We may disclose PHI in specific situations, including:

- Public Health and Safety – For public health reporting, safety risks, and recalls.
- Health Oversight – For audits, inspections, or compliance monitoring.
- Legal Proceedings – In response to court orders or subpoenas.



- Law Enforcement – When required by law or under specific conditions.
- Deceased Patients – To assist coroners, medical examiners, or funeral directors.
- Organ Donation – To facilitate organ or tissue donation.
- Research – For approved research under strict privacy conditions.
- Threats to Health or Safety – To prevent or reduce serious threats to health or safety.
- Military, National Security, and Inmate Health – when legally required for safety, security, or healthcare services.
- Workers' Compensation – For authorized workers' compensation claims.

Your Rights Regarding Your PHI

You have the right to:

- Confidential Communication – Request specific communication methods or locations.
- Request Restrictions – Limit certain uses or disclosures of your PHI.
- Access Records – Inspect and obtain copies of your PHI.
- Amend Records – Request corrections to your health information.
- Accounting of Disclosures – Obtain a record of non-routine disclosures.
- Copy of This Notice – Request a paper copy of this notice.
- File a Complaint – Submit a complaint without penalty if you believe your rights have been violated.
- Provide Authorization – Authorize other uses of or users with access to your PHI, which you can revoke in writing.
- Any phone numbers, addresses, or personal contact information collected will not be shared, and is protected in our secure Electronic Medical System.
- Mobile opt in, SMS Consent, and phone numbers collected for SMS communication purposes will not be shared with any third party or affiliates for marketing purposes, and you may opt out of SMS messaging at any time.

SMS Terms & Conditions

1. SMS Consent Communication:

The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.

2. Types of SMS Communications:

If you have consented to receive text messages from Harmony HRT, you may receive messages related to the following.



- Appointment reminders
- Follow-up messages
- Customer Care
- Billing

Example: "Hello, this is a friendly reminder of your upcoming appointment with Dr. Bratteli at Harmony HRT on May 5th at 10:00AM. You can reply STOP to opt out of SMS messaging from Harmony HRT at any time."

3. Message Frequency:

Message frequency may vary depending on the type of communication. For example, you may receive up to 5 SMS messages per week related to your [appointments/billing/reminders etc.].

4. Potential Fees for SMS Messaging:

Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.

5. Opt-In Method:

You may opt in to receive SMS messages from Harmony HRT in the following way:

- Please call Harmony HRT to give us verbal consent to receive SMS messages which will be noted in your patient chart. 970-639-2677

6. Opt-Out SMS Method:

You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.

7. Help:

If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us by calling 970-639-2677

• Additional Options:

- If you do not wish to receive SMS messages, you can choose not to check the SMS consent box on our website form, or call us at 970-639-2677.



8. Standard Messaging Disclosures:

- Message and data rates may apply.
- You can opt out at any time by texting "STOP."
- For assistance, text "HELP" or visit our [Privacy Policy] and [Terms and Conditions] pages at harmonyhrt.com
- Message frequency may vary

For questions, contact Joy Ford, Operations Manager, at 970-639-2677.