When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

**Get an electronic or paper copy of your medical record**
- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

**Ask us to correct your medical record**
- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

**Request confidential communications**
- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.
### Your Rights

**Ask us to limit what we use or share**  
- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
- We will say “yes” unless a law requires us to share that information.

**Get a list of those with whom we’ve shared information**  
- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

**Get a copy of this privacy notice**  
- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

**Choose someone to act for you**  
- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

**File a complaint if you feel your rights are violated**  
- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.
## Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

**In these cases, you have both the right and choice to tell us to:**

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation

_If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety._

**In these cases we never share your information unless you give us written permission**

- Marketing purposes
- Sale of your information

## Our Uses and Disclosures

How do we typically use or share your health information? We typically use or share your health information in the following ways.

### Treat you

- We can use your health information and share it with other professionals who are treating you.
  
  **Example:** A doctor treating you for an injury asks another doctor about your overall health condition.

### Run your organization

- We can use and share your health information to run our practice, improve your care, and contact you when necessary.
  
  **Example:** We use health information about you to manage your treatment and services.

### Bill for your services

- We can use and share your health information to bill and get payment from health plans or other entities.
  
  **Example:** We give information about you to your health insurance plan so it will pay for your services.
**How else can we use or share your health information?** We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

| Help with public health and safety issues | - We can share health information about you for certain situations such as:  
- Preventing disease  
- Helping with product recalls  
- Reporting adverse reactions to medications  
- Reporting suspected abuse, neglect, or domestic violence  
- Preventing or reducing a serious threat to anyone's health or safety |
| Comply with the law | - We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law. |
| Work with a medical examiner or funeral director | - We share health information with a coroner, medical examiner, or funeral director when an individual dies. |
| Address workers’ compensation, law enforcement, and other government requests | - We can use or share health information about you:  
- For workers’ compensation claims  
- For law enforcement purposes or with a law enforcement official  
- With health oversight agencies for activities authorized by law  
- For special government functions such as military, national security, and presidential protective services. |
| Respond to lawsuits and legal actions | - We can share health information about you in response to a court or administrative order, or in response to a subpoena. |
Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

Website Privacy Policy

This Privacy Policy will tell you what information we collect, how it is used and what your choices are. By using the Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center website, you agree to acceptance of this Website Privacy Policy. Please read the following carefully before using the site.

Information Collection and Use

Information We Collect
- IP Addresses- We collect and log the IP address of all visitors to columbusortho.com. An IP address is a number automatically assigned to your computer whenever you access the Internet. IP addresses allow computers and servers to recognize and communicate with one another. We collect IP address information so that we can properly manage our system and gather information about how our site is being used. This includes the pages visitors are viewing. Your IP address may be associated with records containing personal information.
- Personal information- includes information that is unique to an individual, such as a name, address, job title, email address or telephone number. If you submit to Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center any personal information relating to other people, you represent that you have the authority to do so and permit us to use the information in accordance with this privacy policy. By submitting personal information, you grant Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center the right to transmit, monitor, retrieve, store and use your information in connection with the operation of the website.

How We Use This Information

Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center uses the information you provide to fulfill online requests, process credit card information and respond to customer service inquiries, or in other ways as required by law.

We may use your information:
- To help us improve the services we offer
- To personalize your experience and inform you about the treatments/services in which you have indicated an interest
- To tailor digital advertisements on third-party sites based on your interactions on our site
- To improve our website offerings and send you information and updates
- To respond to your questions and requests and improve customer service
- To administer a promotion, survey or other site feature
- To communicate changes to our privacy policy or terms of use Only those who need the information provided to perform a specific task have access to your information. These are authorized members of the Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center workforce, who are required to attend
training on patient privacy and confidentiality. In some cases, third parties contracted by Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center may have access to your information to perform a specific task, for example, to send you an e-newsletter.

Data Security
Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center makes every reasonable effort to ensure that your personal information remains as secure as possible. Accordingly, we prevent unauthorized access by a secure firewall and use of security technologies to protect the integrity and privacy of any personal information you provide.

As an additional security measure, your personal information is also encrypted during transmission by 128-bit encryption software. (Encryption is a common method used to protect transmission of sensitive data across the Internet.) This is an industry standard.

Although we endeavor to protect your personal information, Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center cannot warrant the security of any information you transmit to us through online applications, and you do so at your own risk. Depending on the nature of the inquiry, your communication could be discarded or archived. If you wish, you can contact us instead by telephone at the numbers provided throughout our site.

Online Forms
Forms provided on Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center’s website may include event registration, newsletter signups, appointment requests and referral requests. The information required to complete the transaction is noted on each specific form. Although we provide robust security measures to protect the transmission of information, Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center is not responsible if unauthorized parties gain access to the confidential information shared in the online forms.

Email Information
Occasionally, we will request personal information from you in order to deliver materials you have requested, respond to your questions or provide information. Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center keeps personal information on file, but does not share, sell, license or transmit this information to third parties or external vendors unless required to do so by legal, judicial or governmental proceedings, or in order to provide the services requested. Please note that email is considered a nonencrypted (and therefore nonsecure) form of communication, and it can be accessed and viewed by others without your knowledge and permission. For that reason, to protect your privacy, please do not use email to communicate information that you consider confidential.

Cookies, Tracking and Interest-based Advertising
The Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center website uses “cookies”, tracking pixels and related technologies. Cookies are small data files that a website can transfer to your computer. Examples of information we collect include how often someone visits our site and what they do while on our site. We use this information in the aggregate to understand how our visitors as a group use different resources and to help us improve our site. We also collect information about the activity of individual website users. This information may be used to target related Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center advertisements to you on other third-party sites.

Most Internet browsers automatically accept cookies, but you can set your browser to refuse them or to alert you when they are being sent. You can access the information on the Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center website without enabling cookies in your browser.

You can opt out of receiving all interest-based advertisements on the Digital Advertising Alliance (DAA) website: http://www.aboutads.info/choices. Please note that if you delete your cookies or upgrade your browser after having opted out, you will need to opt out again. Further, if you use multiple browsers or devices you will need to execute this opt out on each browser or device.

Notices of Privacy Practices • 6
Third-Party Vendors/Content Providers

Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center never shares any personal information you provide when requesting information with third parties, except as required by law or in order to provide the services requested. Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center occasionally will engage reputable third-party vendors to help us manage our website, provide content and information, and interact better with our patients and visitors.

Login/Passwords

Some sections of the Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center website may require login identifiers and/or passwords. You are responsible for taking reasonable steps to ensure that no unauthorized person has access to your password or account login information. It is your sole responsibility to control the use of login information and passwords, to authorize, monitor and control access to and use of your website account and password and to inform the website promptly of any need to deactivate a password.

Links to External Websites

This Website Privacy Policy applies only to the Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center website. In order to provide website users with other helpful information, the Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center website contains links to other websites. However, Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center provides no authority over external organizations’ websites and this policy does not apply to external sites that are provided as links. We encourage you to read the Privacy Policies on any external websites before providing them with personal information.

Changes to This Policy

Columbus Orthopaedic Clinic, PA and Columbus Orthopaedic Outpatient Center has the right to change or update this Website Privacy Policy from time to time without notice, so please review it periodically to keep informed of any changes. If you have questions about this privacy policy or concerns about how we collect, use or protect your personal information, please contact us at jbumgardner@columbusortho.com.

For more information see: www.hhs.gov/ocr/privacy/hippa/understanding/consumers/noticepp.html.

Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website.

This Notice of Privacy Practices applies to the following organizations.

Columbus Orthopaedic Clinic, PA
Columbus Orthopaedic Outpatient Center

Angela Pendas, Privacy Officer, apendas@columbusortho.com | 662-328-1012

Last updated: May 2018

Notices of Privacy Practices • 7