

# **GILBERT/TWILIGHT PEDIATRICS**

## **NOTICE OF PRIVACY PRACTICES**

Gilbert/Twilight Pediatrics is committed to protecting your privacy. As a medical practice we know that your trust in us is very important. This document discloses our privacy policy in detail. Please read it to learn more about the ways we protect the information we collect. This notice takes effect April 15, 2003.

### **WHAT KIND OF PERSONAL INFORMATION DO WE HAVE AND WHERE DID WE GET IT?**

Much of the personal information that we have comes directly from you. You disclosed most of this on your patient information and history forms. We may have contacted you by telephone or mail for additional information. We also keep your account balances and payment history. We may also collect personal information from outside sources, including other health care providers, labs, x-ray facilities and/or hospitals.

Depending on the nature of your transactions with us, you may be required to provide information to these above mentioned facilities. That information may include, for example, your name, address, birth date, phone number, health information, Social Security number, and/or insurance information.

### **WHAT DO WE DO WITH THE PERSONAL INFORMATION WE HAVE COLLECTED?**

Gilbert/Twilight Pediatrics does not disclose your personal information to companies or organizations not affiliated with us that would use the information to contact you about their own products and services.

We may use your personal information to communicate with you about products, features, and options you have expressed an interest in or that we believe may be of interest to you. In addition, we may, as permitted by law and without your prior permission, provide personal information about you contained in our records or files to persons or organizations such as:

Persons who perform a business function for us,  
Insurance Companies,  
Other Health Care Providers,  
Lab and X-ray facilities,  
Hospitals

### **HOW DO WE PROTECT YOUR PERSONAL INFORMATION?**

When we share personal information with companies working on our behalf, we protect that personal information where required by law with a confidentiality agreement that obligates those companies to conform to our standards and keep confidential any information about you that we give them. Within Gilbert/Twilight Pediatrics, your personal information is available to those individuals who may need to see it to fulfill and service your needs. In addition, we communicate the need to protect your information.

### **PATIENT RIGHTS**

You have the right to look at or get copies of your health information, with limited exceptions. You may request this information by filling out a request form requiring your signature. There may be a fee attached to this request to cover our supply and personnel costs.

Finally, should your relationship with Gilbert/Twilight Pediatrics end, your personal information will remain protected in accordance with our privacy practices as outlined in this Privacy Policy.

If you believe your privacy rights have been violated, you have the right to report such alleged violations to us and we will investigate the matter. You may also contact the Secretary of Health and Human Services. We will not retaliate against you in any way for filing a complaint about our privacy practices.

If you have any questions or would like more information about our privacy practices, please contact us.