

Faculty Internal Medicine

Notice of Information Practices

This notice describes how medical information about you may be used and disclosed and how you may obtain access to this information. Please review it carefully.

Patient Privacy

At Faculty Internal Medicine (FIM), your privacy is a priority. We follow applicable federal and state guidelines to maintain the confidentiality of your medical information. The federal guidelines with regard to the confidentiality of your medical information may be found in the Code of Federal Regulation at 45 CFR 164.500 *et seq.*

How do we use medical information?

When you visit an FIM facility, we may use your medical information to treat you, to obtain payment for services, and conduct normal business known as healthcare operations. Examples of how we use your information include:

Treatment – We keep a record of each visit and/or admission. This record may include your test results, diagnoses, medications, and your response to medications or other therapies. This allows your doctors, nurses and other clinical staff to provide appropriate care to meet your needs.

Payment – We document the services and supplies you receive at each visit or admission and may provide this information as needed so that you, your insurance company or another third party can pay us. We may tell your health plan about upcoming treatment or services that require their prior approval.

Healthcare Operations – Medical information is used to improve the services we provide, to train staff and students, for business management, quality improvement, and for customer service.

Other Services

We may also use information to:

- Recommend treatment alternatives.
- Tell you about health benefits and services.
- Communicate with family or friends involved in your care.
- Communicate with other FIM associates for treatment, payment, or healthcare operations. Business associates must follow privacy rules.
- Send appointment reminders.
- Include you on the inpatient list for callers or visitors if you are admitted.

Information we share

There are limited times when we are permitted or required to disclose medical information without your signed permission. These situations are listed below:

- For public health activities such as tracking diseases or medical devices.
- To protect victims of abuse or neglect.
- For federal and state health oversight activities such as fraud investigations.
- For judicial or administrative proceedings.
- If required by law or for law enforcement.
- To coroners, medical examiners and funeral directors.
- For organ donations.
- To avert serious threat to public health or safety.
- For specialized government functions such as military, national security, intelligence and protective service.
- To workers' compensation if you are injured at work.
- To a correctional institution if you are an inmate.
- For research following strict internal review to insure protection of information.

All other uses and disclosures, not previously described, may only be done with your signed authorization. You may revoke your authorization at any time.

Our Responsibilities

FIM is required by law to:

- Maintain the privacy of your medical information.
- Provide this notice of our duties and privacy practices.
- Abide by the 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 available at our FIM locations.

Your Rights

You have the right to:

- Request we restrict how we use or disclose your medical information. (We may not be able to comply with all requests.)
- Request we use a specific telephone number or address to communicate with you.
- Inspect and copy your medical information (fees may apply). *
- Request additions or corrections to your medical information. *
- Receive an accounting of how your medical information was disclosed (excludes disclosures for treatment, payment, healthcare operations and some required disclosure). *
- Obtain a paper copy of this notice even if you receive it electronically.

***Requests must be made in writing.**

To Contact Us

If you would like to exercise your right, or if you have privacy concerns:

- Faculty Internal Medicine
11440 Parkside Drive
Suite 302
Knoxville, TN 37934
(865) 218-9220
- Faculty Internal Medicine
2250 Sutherland Ave
Suite 121
Knoxville, TN 37919
(865) 218-9220

Privacy Officer: Tammy Dunn, Administrator

All complaints will be thoroughly investigated, and you will not suffer retaliation for filing a complaint. You may also file a complaint with the Secretary of Health and Human Services in Washington, D.C.

