

# Notice of Rights, Roles, and Responsibilities

## YOUR RIGHTS

You have the right to:

- Get a copy of your health and claims records — With a signed release, we will provide a copy of your health and/or claims records within 30 days of the request.
- Request confidential communication — Ask us to contact you a specific way, such as by calling your cell or work phone, or sending to a different email address.
- Request to limit the information we share — Ask us not to use or share treatment, payment, or healthcare operation information. Please note that we are not required to agree to this request, and we may say no if it would affect your care.
- Get a list of whom we have shared your information — Ask for a list, and we will include all of the disclosures unless it is covered under treatment, payment, or healthcare operation guidelines.
- Choose someone to act for you — Medical power of attorney, legal guardian, or the person who has this authority.
- File a patient grievance with Salem Pediatric Clinic — Our patient grievance policy is in place to provide patients and/or their families, other health care providers, or any other entity involved, an opportunity to express concerns regarding services rendered by clinic physicians and staff. These concerns will then be reviewed, addressed, and resolved. Our aim is to increase patient satisfaction, improve quality of care, and better identify areas that need improvement with a timely response to complaints. You may inquire with any staff member regarding this process.

## OUR ROLE

Salem Pediatric Clinic is here to:

- Coordinate your healthcare with our teams that include your receptionist, medical assistant, triage RN, physician assistant, and physician.
- Bill all claims through our business office for payment.
- Manage healthcare operations with our referral department and management department.

## OUR RESPONSIBILITIES

Salem Pediatric Clinic is required to:

- Comply with all State and Federal laws.
- Maintain the privacy and security of your protected health information.
- Address worker's compensation, law enforcement, and other government requests.
- Use and disclose health information for treatment, payment, or healthcare operations.
- Provide this document and our Notice of Privacy Practices upon request.



Salem Pediatric Clinic

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