

**Thames Hearing Services Inc.
324 Flanders Road
East Lyme, CT 06333
(860) 739-1864**

NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

Please review it carefully.

We need accurate and current health information so that we can best assess your hearing health care needs and provide you with the best possible care. We are committed to maintaining the confidentiality of personal information entrusted to us by our patients.

We collect personal information from your initial patient information form and update this form, at least annually. We make copies of your driver's license, current insurance cards and any list of present medications during subsequent visits.

If you should note any inaccuracies, or have specific privacy needs, please inform the office.

You have the right to your medical chart and may request to see or get a copy of your chart at any time.

Thames Hearing Services, Inc. shares health information on a confidential basis to a referring Physician and insurance providers (including third party payors), ONLY as necessary. When we make a referral to another medical professional, we will release only necessary, pertinent information. *We always obtain written permission for any other disclosure and/or release of personal information, except as authorized by law.*

We will use your listed address to send (via mail or email) invoices and statements. In addition, we will send appointment reminder notices, informative hearing health care literature and invitations to special office events. *If you do not want to be on our mailing list, just make our office staff aware of this.*

Our office staff will call to remind you of any upcoming appointments and when hearing aids or accessories have been received. We attempt to speak directly to you, but, will leave a message if you are not available. *If this is protocol is not agreeable, please inform the office staff.*

Our office maintains your personal information in a safe environment, away from public access. Maintaining strict procedural safeguards, only our staff have permission to access this information. Employees who violate this policy are subject to disciplinary action. You will be notified immediately of any potential breach of confidential information.

Any changes to this policy will be made available to you at the time of your next office visit. *Copies are always available.* This privacy policy was last revised on 1/1/20.

