



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.

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 is a federal law designed to protect your privacy whenever your health care providers (including your lactation consultant) have to discuss your case or send information about you to different offices. We have to keep a file to record our consult, but your private, protected health information (PHI) will be kept confidential.

We can freely share all the details of your PHI for purposes of “treatment, payment, and health care operations.” That means we can talk to you about your situation and discuss it with your other health care providers. If you are referred to other specialists, we can send the information on to them.

The law also requires us to share your PHI under other very precise situations: for example, to turn over medical records if a subpoena has been served on us or a federal agency is investigating a complaint that we have not been protecting your privacy. Any other time we share your PHI, it has to be with your specific authorization: you have to authorize it first in writing.

Under HIPAA, we can call or write you to remind you to come back for an appointment, or to tell you how you can get a product or service that might interest you and your family.

You have four rights under HIPAA:

1. Access
2. Amendment
3. Disclosure Accounting; and
4. Restriction Request

Our duty under HIPAA is to give you this notice so you understand we have promised to keep your PHI confidential. A current privacy notice will remain posted on our website.

Latched Support, Inc. will answer your questions or concerns about how they protect the privacy of your PHI. Their phone number is (210) 383-7759.

If you think your privacy has not been protected by the Lactation Consultants of Latched Support, Inc., please contact them and they will discuss your concerns. If they do not address your complaint adequately, you can contact the Office of Civil Rights of the Federal Health and Human Services (HHS) Department to ask that a formal investigation be made. You can get all the details from them by calling (toll free) at (800) 368-1019 or see their website at www.hhs.gov/hipaa/filing-a-complaint.