

Naturally Healthy Family Medicine

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7637 Lancaster Pike

Hockessin, DE 19707

Notice of Privacy Practices

The relationship between patient and doctor is one built on trust and confidence. In order to provide the highest quality and most cost effective care, it is necessary that we maintain information about the care you receive. We believe it is important to keep your medical records and health information private and secure. We are providing this notice to our patients so you will know how we collect information, the kind of information we collect, what we disclose and to whom, as well as what steps we take to protect your medical and personal information.

Information Maintained

To diagnose you and prescribe a treatment plan, certain medical and personal information must be collected. This information is also required for us to submit a claim to your insurance company for the services and/or products we provide. We collect the following personal or medical information via forms you complete for us:

1. Name, address, telephone and alternate numbers, date of birth, gender, marital status, the name of your insurance company, your insurance identification and group numbers (if applicable).
2. Personal information about your treatment with us and with other doctors and/or healthcare providers.
3. Personal information we receive from the doctor(s) and/or healthcare provider(s) that referred you to our office or that have forwarded records to our office at your request. Information gathered during your initial and all other visits to our office.

Privacy Policy

We are committed to maintaining the security and privacy of the personal and medical information we collect. Our privacy policy is for the benefit of our past and present patients.

What We Do With the Information We Collect

1. We use the information to provide you with the highest quality of care and treatment possible, to provide a proper diagnosis and treatment plan for your injury or illness.
2. We only allow authorized personnel to see the information we collect. We restrict authorization to those on our staff who need the information to provide you with quality care. Therefore, not everyone on our staff has access to your medical record and/or other private information.
3. Before we will release any information about you, (or your dependent if applicable), or your relationship with our office, we verify that the person or company requesting the information is entitled to that information and that you have provided the proper authorization for us to release your private information. We provide information to your insurance company that is necessary to obtain reimbursement for any services we have provided to you.

If we change this privacy policy, we will inform you of the changes. You have the right to know what personal information we have collected and to whom we have released this information and for what purpose. If you find any incorrect or inaccurate information in your medical record, we will work with you to correct it; however, you must notify us of the error in writing. You do not have to do anything as a result of receiving this notice. This notice is meant to inform you of the safeguards we have in place to protect your private medical information.

If you have any questions after reading this notice or want more detailed information, please contact our Office Manager and Privacy Officer, Gale Hall at 7637 Lancaster Pike, Hockessin, DE 19707. You may also call her at (302) 234-0222.