

NOTICE OF CONCERNING COMPLAINTS

Complaints about physicians, as well as other licenses and registrants of the Texas Medical Board, including physician assistants, acupuncturists, and surgical assistants may be reported for investigation at the following address:

Texas Medical Board

Attention: Investigations

333 Guadalupe, Tower 3, Suite 610

P.O. Box 2018, MC-263

Austin, Texas 78768-2018

Assistance in filling a complaint is available by calling the following telephone number:

1-800-201-9353

For more information, please visit our website at

www.tmb.state.tx.us

AVISO OBRE LAS QUEJAS

Las quejas sobre médicos, así como sobre otros profesionales acreditados e inscritos la junta de Examinadores Médicos del Estado de Texas, incluyendo asistentes de médicos, practicantes de acupuntura y asistentes de cirugía, se pueden presentar en la siguiente dirección para ser investigadas:

Junta Médica de Texas

Atención: Investigaciones

333 Guadalupe, Tower 3, Suite 610

P.O. Box 2018, MC-263

Austin, Texas 78768-2018

Si necesita ayuda para presentar una queja, llame al:

1-800-201-9353

Para obtener más información, visite Nuestro sitio web en

www.tmb.state.tx.us

NOTICE OF CONCERNING COMPLAINTS

Complaints about insurance as well as other claims and registration of the Texas Department of Insurance may be reported to the following address:

Texas Department of Insurance

Attn: Consumer Protection, MC 111-1A

P.O. Box 149091 Austin, Texas 78714-9091

Assistance in filing a complaint is available by calling the following telephone number:

1-800-252-3439

For more information, please visit

www.tdi.texas.gov

AVISO SOBRE QUEJAS

Las quejas relacionadas con seguros, así como otras reclamaciones y trámites ante el Departamento de Seguros de Texas, pueden presentarse a la siguiente dirección:

Departamento de Seguros de Texas

Atención: Protección al Consumidor, MC 111-1A

P.O. Box 149091 Austin, Texas 78714-9091

Para obtener ayuda con la Presentación de una queja, llame al siguiente número de teléfono:

1-800-252-3439

Para obtener más información, visite

www.tdi.texas.gov

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.

Urology San Antonio uses health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care that you receive. Your health information is contained in a medical record that is the physical property of Urology San Antonio.

How Urology San Antonio May Use or Disclose Your Health Information

For Treatment: Urology San Antonio may use your health information to provide you with medical treatment or services. For example, information obtained by a health care provider, such as physician, nurse, or other person providing health services to you, will record information in your record that is related to your treatment. This information is necessary for health care providers to determine what treatment you should receive. Health care providers will also record actions taken by them in the course of your treatment and note how you respond to the actions. Urology San Antonio may use your health information when referring you to other health care professionals and facilities.

For Payment: Urology San Antonio may use and disclose your health information to others for the purpose of receiving payment for treatment and services that you receive. For example, a bill may be sent to you or a third-party payor, such as an insurance company or health plan. The information on the bill may contain information that identifies you, your diagnosis and treatment or supplies used in the course of treatment. Urology San Antonio may use your information to contact you about account balances.

For Health Care Operations: Urology San Antonio may use and disclose health information about you for operational purposes. For example, your health information may be disclosed to members of the medical staff, risk or quality improvement personnel and others to:

- Evaluate the performance of our staff
- Assess the quality of care and outcomes in your cases and similar cases;
- Learn how to improve our facilities and services; and
- Determine how to continually improve the quality and effectiveness of the health care we provide.

Required by Law: Urology San Antonio may use and disclose information about you as required by law. For example, Urology San Antonio may disclose information for the following purposes:

- For judicial and administrative proceedings pursuant to legal authority;
- To report information related to victims of abuse, neglect or domestic violence; and
- To assist law enforcement officials in their law enforcement duties

Appointment Reminders and Treatment Calls: Urology San Antonio may contact you to provide appointment reminders or information about treatment plans, medication or test results, other health-related benefits and services that may be of interest to you. When contacts are made via telephone, messages will be left on answering machines with physician name, person calling and telephone number/extension.

Notification: Urology San Antonio may use or disclose information to notify or assist in notifying a family member, personal representative, or another person responsible for your care, your location, and general condition.

Communication with Family: Urology San Antonio's health professionals, exercising their best judgment, may disclose to a family member, other relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment related to your care.

Business Associates: In some cases, Urology San Antonio contracts with business associates to provide services on its behalf. An example includes arrangements with business associates Urology San Antonio to provide collection services. Urology San Antonio may disclose your health information to such a business associate so that they can perform their respective job functions. To protect your health information, however, Urology San Antonio requires the business associate to safeguard your information.

Public Health: Your health information may be used or disclosed for public health activities such as assisting public health authorities or other legal authorities to prevent or control disease, injury, or disability or for other health oversight activities.

Decedents: Health information may be disclosed to funeral directors or coroners to enable them to carry out their lawful duties.

Organ/Tissue Donation: Your health information may be used or disclosed for organ or tissue donation purposes.

Research: Urology San Antonio may use your health information for drug or research studies when an institutional review board or privacy board that has reviewed the research proposal and established protocols to ensure the privacy of your health information has approved the research. Urology San Antonio may use information to identify qualified candidates for research. Urology San Antonio may use information to make contact with you to determine your interest in the research study/clinical trials.

Physician Board Certification: Urology San Antonio may use your health information to submit to the Professional Certification Board for purposes required for physicians' qualification to complete their specialty board examination.

Health and Safety: Your health information may be disclosed to avert a serious threat to the health or safety of you or any other person pursuant to applicable law.

Food and Drug Administration (FDA): Urology San Antonio may disclose to the FDA health information relative to adverse events with respect to food, supplements, product and product defects or post marketing surveillance information to enable product recalls, repairs, or replacement.

Government Functions: Specialized government functions such as protection of public officials or reporting to various branches of the armed services that may require use or disclosure of your health information.

Workers Compensation: Your health information may be used or disclosed in order to comply with laws and regulations related to workers compensation.

Other Uses: Other uses and disclosures will be made only with your written authorization, and you may revoke the authorization except to the extent Urology San Antonio has taken action in reliance on such.

AVISO DE PRÁCTICAS DE PRIVACIDAD

ESTE AVISO DESCRIBE CÓMO SE PUEDE UTILIZAR Y DIVULGAR LA INFORMACIÓN MÉDICA SOBRE USTED Y CÓMO PUEDE ACCEDER A ESTA INFORMACIÓN. POR FAVOR, LÉALO DETENIDAMENTE.

Urología San Antonio utiliza su información de salud para el tratamiento, para obtener el pago por el tratamiento, para fines administrativos y para evaluar la calidad de la atención que recibe. Su información de salud se encuentra en un expediente médico que es propiedad de Urología San Antonio.

Cómo Urología San Antonio puede usar o divulgar su información de salud

Para el tratamiento: Urología San Antonio puede usar su información de salud para brindarle tratamiento o servicios médicos. Por ejemplo, la información obtenida por un proveedor de atención médica, como un médico, enfermero u otra persona que le brinde servicios de salud, se registrará en su expediente y estará relacionada con su tratamiento. Esta información es necesaria para que los proveedores de atención médica determinen qué tratamiento debe recibir. Los proveedores de atención médica también registrarán las acciones que realicen durante su tratamiento y anotarán cómo responde usted a dichas acciones. Urología San Antonio puede usar su información de salud al derivarlo a otros profesionales e instalaciones de atención médica.

Para el pago: Urología San Antonio puede usar y divulgar su información de salud a terceros con el fin de recibir el pago por el tratamiento y los servicios que recibe. Por ejemplo, se le puede enviar una factura a usted o a un tercero pagador, como una compañía de seguros o un plan de salud. La información de la factura puede contener información que lo identifique, su diagnóstico y tratamiento o los suministros utilizados durante el tratamiento. Urología San Antonio puede usar su información para comunicarse con usted sobre los saldos de su cuenta.

Para operaciones de atención médica: Urología San Antonio puede usar y divulgar información de salud sobre usted para fines operativos. Por ejemplo, su información de salud puede divulgarse a miembros del personal médico, personal de gestión de riesgos o mejora de la calidad y otros para:

- Evaluar el desempeño de nuestro personal;
- Evaluar la calidad de la atención y los resultados en su caso y en casos similares;
- Aprender cómo mejorar nuestras instalaciones y servicios; y
- Determinar cómo mejorar continuamente la calidad y la eficacia de la atención médica que brindamos

Requerido por ley: Urología San Antonio puede usar y divulgar información sobre usted según lo exija la ley. Por ejemplo, Urología San Antonio puede divulgar información para los siguientes fines:

- Para procedimientos judiciales y administrativos de conformidad con la autoridad legal; • Informar sobre información relacionada con víctimas de abuso, negligencia o violencia doméstica; y
- Ayudar a los agentes del orden en el cumplimiento de sus funciones.

Recordatorios de citas y llamadas sobre tratamientos: Urology San Antonio puede comunicarse con usted para recordarle sus citas o brindarle información sobre planes de tratamiento, medicamentos o resultados de pruebas, así como otros beneficios y servicios relacionados con la salud que puedan ser de su interés. Cuando se realicen

llamadas telefónicas, se dejarán mensajes en el contestador automático con el nombre del médico, la persona que llama y el número de teléfono/extensión.

Notificación: Urology San Antonio puede usar o divulgar información para notificar o ayudar a notificar a un familiar, representante personal u otra persona responsable de su cuidado, sobre su ubicación y estado general.

Comunicación con la familia: Los profesionales de la salud de Urology San Antonio, a su criterio, pueden divulgar a un familiar, otro pariente, amigo cercano o cualquier otra persona que usted identifique, información de salud relevante para la participación de esa persona en su atención o en el pago relacionado con su atención.

Socios comerciales: En algunos casos, Urology San Antonio contrata a socios comerciales para que presten servicios en su nombre. Un ejemplo incluye acuerdos con socios comerciales de Urology San Antonio para proporcionar servicios de cobranza. Urology San Antonio puede divulgar su información de salud a dichos socios comerciales para que puedan realizar sus respectivas funciones. Sin embargo, para proteger su información de salud, Urology San Antonio exige que el socio comercial salvaguarde su información.

Salud pública: Su información de salud puede usarse o divulgarse para actividades de salud pública, como ayudar a las autoridades de salud pública u otras autoridades legales a prevenir o controlar enfermedades, lesiones o discapacidades, o para otras actividades de supervisión de la salud.

Personas fallecidas: La información de salud puede divulgarse a directores de funerarias o forenses para que puedan cumplir con sus deberes legales.

Donación de órganos/tejidos: Su información de salud puede usarse o divulgarse para fines de donación de órganos o tejidos.

Investigación: Urology San Antonio puede usar su información de salud para estudios de medicamentos o investigaciones cuando una junta de revisión institucional o una junta de privacidad que haya revisado la propuesta de investigación y establecido protocolos para garantizar la privacidad de su información de salud haya aprobado la investigación. Urology San Antonio puede usar información para identificar

Urology San Antonio Nondiscrimination Notice

Urology San Antonio complies with applicable Federal Civil Rights Law and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Urology San Antonio does not exclude or treat them differently because of race, color, national origin, age, disability, or sex.

- Provides free aid and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Mary Scruggs, Director of Operations, at 210-614-4544.

If you believe that Urology San Antonio has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Glenn Kjosén, Executive Director, 7909 Fredericksburg Rd. Ste. 110, Phone: 210-731-2050, Fax: 210-679-3752, email: glenn.kjosen@urologysa.com. You can file a grievance or by mail, fax or e-mail. If you require assistance filing a grievance, Glenn Kjosén, Executive Director, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 Phone: 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 210-731-2050.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-210-731-2050.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-210-731-2050。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-210-731-2050 번으로 전화해 주십시오.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 210-731-2050 رقم هاتف الصم والبكم.

1-210-731-2050 خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-210-731-2050.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-210-731-2050.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-210-731-2050 पर कॉल करें।

تماس بگیرید: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-210-731-2050.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-210-731-2050.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-210-731-2050.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-210-731-2050 まで、お電話にてご連絡ください。

ប្រែក្រាប: បើអ្នកនិយាយភាសាខ្មែរ, ការបំរើការងារជំនួយភាសាគឺឥតថវិកា។ ទូរស័ព្ទលេខ 1-210-731-2050.

Your Health Information Rights

You have the right to:

- Request a restriction on certain uses and disclosures of your information; however, Urology San Antonio is not required to agree to a requested restriction;
- Obtain a paper copy of the notice of information practices upon request;
- Inspect and obtain a copy of your health record;
- Request that your health record be amended;
- Request communications of your health information by alternative means or at alternative locations; and
- Receive an accounting of disclosures made of your health information.

Complaints

You may complain to Urology San Antonio and to the Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against for filing a complaint.

Obligations of Urology San Antonio

Urology San Antonio is required to:

- Maintain the privacy of protected health information;
- Provide you with this notice of its legal duties and privacy practices with respect to your health information;
- Abide by the terms of this notice;
- Notify you if we are unable to agree to a requested restriction on how your information is used or disclosed;
- Accommodate reasonable requests you may make to communicate health information by alternative means or at alternative locations; and

Urology San Antonio reserves the right to change its information practices and to make the new provisions effective for all protected health information it maintains. Revised notices will be made available to you on our web site at www.urologysanantonio.com or given to you upon your request at your next visit to our practice.

Contact Information

If you have any questions or complaints, please contact Glenn Kjosén at 210-614-4544.