

Behavioral Medicine Associates, Inc.  
1010 North Virginia  
Roswell, NM 88201  
(575)623-9322

### **Notice of Privacy for Patients**

Behavioral Medicine Associates, Inc. strives to serve our patients in the best way that we can. As a patient here at Behavioral Medicine Associates, Inc., you are entitled to certain rights regarding your protected health information (PHI) in regards to the Health Information Portability and Accountability Act (HIPAA).

#### *What is considered PHI?*

Any information that is put in your medical record is considered PHI. Also, any conversations your provider has about your care or treatment, all billing information, and most other health information is protected under HIPAA.

#### *How will my PHI be used?*

Your information may be used in coordination for treatment and care, payment from insurance companies or other third party payers, to protect the public's health for disease control, and required police reports under certain circumstances. In most cases, psychotherapy notes and raw data from psychological evaluations will not be released. We may share any of the personal and health information with our associates as permitted by law. Your PHI will not be shared with your employer, school, or anyone that is not listed in your record unless we have specific authorization to do so.

#### *What are my rights to my PHI?*

You can ask to see a copy of your health record at any time. There may be some limitations with regards to psychotherapy notes as well as raw data from any psychological testing. If you believe that any personal or health information we have about you is not accurate, please let us know by contacting our office manager. You have a right to know when or why your information is used and shared. If you believe that your privacy has not been protected, you have the right to file a complaint with your provider or the US Government.

#### *What is the role of Behavioral Medicine Associates, Inc.?*

Behavioral Medicine Associates, Inc. will strive to protect all PHI by using proper safeguards. Such safeguards include but are not limited to: shredding documents, keeping records behind locked doors, only allowing access to PHI to those who need it in order to fulfill job duties, informing all employees on how to protect PHI, using email and facsimile disclaimers when necessary, and only disclosing the minimum amount of PHI needed.

## Patient Grievance Policy

Behavioral Medicine Associates, Inc. respects the rights of our patients. If at anytime you feel that your rights have been violated or that Behavioral Medicine Associates, Inc. has acted in an unethical way, you have the right to file a grievance. When possible, we try to resolve all patient issues and concerns quickly and informally. Many times issues can be resolved at the time of occurrence. If you are not satisfied with the outcome, you may file a formal grievance to Behavioral Medicine Associates, Inc. in writing to the following:

Office Manager: Jacque Tubbs  
1010 N. Virginia  
Roswell, NM 88201

Owner: Brian Whitlock  
1010 N. Virginia  
Roswell, NM 88201

When filing a grievance, include details of what occurred, who was involved, and when it happened. Be as specific as possible. Attach any applicable documentation or correspondence that supports your complaint. Behavioral Medicine Associates, Inc. will provide a written response within 30 days from the date received.

If you are not satisfied with the outcome, you have the right to contact the New Mexico Regulation and Licensing Department at (505) 476-4600 or online at [www.RLD.state.nm.us](http://www.RLD.state.nm.us) and file a complaint with the provider's licensing agency.

You may also contact your insurance company at the customer service number listed on your card.