



Notice of Privacy Practices, 2023

Daniel Kekoa Balanay-Tahkiné, Lac (TX : AC 01898; MN: # 2015)
Koawood Acupuncture & Wellness
P :512-652-5884@ : koa@koawoodacu.com

Koawood Acupuncture & Wellness (KA&W) uses an Electronic Health Records (EHR) system which keeps your protected health information (PHI) safe and secure. While you are a patient, KA&W may use photos, video, and/or audio to establish baselines, track progress and health outcomes, or improve treatment flow. If these methods are used, the digital data will be stored securely with your medical record with your other PHI. You have the right to decline the use of these methods.

KA&W gathers personal information and health information from you and/or from your healthcare provider/s. Sometimes KA&W may need to share that information but will only do so with your express permission in writing. Reasons to share your information include: to provide treatment (referrals to other providers, or within the KA&W provider team) and/or to obtain payment (from insurance, billing services, or payment processing services like Square Payments).

During your relationship with KA&W, your PHI will be used and disclosed for treatment, payment, and healthcare operations. KA&W will only use and/or disclose your protected health information when the law allows us to do so, or if you provide express authorization to do so. KA&W will never sell your information. You may specifically authorize us to use PHI for any other purpose or to disclose your PHI to other recipients by submitting an authorization in writing. Such disclosures will be made to any personal representation you choose to let have your PHI, and will be honored from that date forward, or until authorization is revoked by you in writing.

In the office, KA&W may teach Chinese medicine students, or employ other providers. KA&W reserve the right to share your PHI within the confines of professional and academic practices. KA&W reserve the right to use your case information for research purposes to further the practice of acupuncture and Chinese medicine. In the event that your case is used for research, your PHI will be removed, and your case will be de-identified, and you will still be asked for permission to use your case.

Marketing

KA&W may send you information via E-mail and/or text, birthday cards, holiday cards, thank you cards, newsletters and appointment reminders, by calls, E-mail, text, postcards or letters. You may opt-out from non-appointment messages at any time.

Disclosure

KA&W may use or disclose your Protected Health Information when required by law. This includes but is not limited to Public Health needs, Health Oversight requirements, and issues of abuse or neglect, and legal proceedings.

Patient Rights

When it comes to your health information, you have rights. Below explains your rights and some of the ways we can help.

Get a copy of your medical record.*

- You can ask to get a copy of your medical record with some exceptions. Ask us how to do this when you are ready.
- Generally, if we agree to provide you with a copy of your records, we will do so within 15 days after you ask for it. We will charge you a reasonable, cost-based fee for the records.

Get a list of those with whom we've shared information.*

- We are required to give you that data except for any use or disclosure: for treatment, payment and/or health care operations, or for certain other disclosures (like any you've asked us to make).
- We will provide this data for you (generally within 60 days) at no charge once each year, but after that, we will require that you pay a reasonable fee-based charge for the information.

Get notices in writing.

- You can ask for a paper copy of this or other notices at any time. You may also sign up for digital and/or paper communications at any time, if you have not already done so.

This notice was updated 4/25/2023. From time to time, we may revise our Notice. If we do, we will post the most current version in our office, and you make ask for a copy of the Notice at any time.

Request additional restrictions on what we use or share.*

- You may ask that we limit the use and disclosure of your protected health information; we are not required to accept your request. If we do agree, however, we will do as you wish except in an emergency or when it will affect your care.
- Your request must tell us: 1) what information you want us to limit 2) how you want us to limit that data and 3) to whom we are to limit the access to this data.

Request we amend your Protected Health Information.*

- We have the right to deny that request if you ask about medical information that 1) was not created by any of our practitioners; 2) the information is not part of the medical or billing records; 3) is not part of the records you may access or 4) the medical information is already accurate and complete.
- We may ask that you tell us, in writing, why you want us to amend your medical information. Generally, we must act upon your request within 60 days after receipt of your request. If we agree to your request, we must make the appropriate amendment and follow the law regarding how and whom we inform about this amendment. If we do not agree, then we will tell you our reasons. You then have additional rights, including an appeal (by someone who did not participate in the decision not to allow you to amend your record) and you have the right to submit a written statement of disagreement.

Receive confidential communication by alternative means or at alternative locations, or choose someone to act on your behalf.

- Please make this request in writing to our Privacy Officer. We will agree, so long as your request is reasonable, but you must tell us how to communicate with you and you must give us a complete address or contact information.
- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your Health Information for you.
- KA&W will make sure the person has this authority and can act for you before we take any action.

* Denotes requests that must be made in writing.

As always, Koawood Acupuncture & Wellness (KA&W) is dedicated to providing service with respect for human dignity. Protecting your privacy and healthcare information is fundamental in the course of our relationship. This notice will remain in effect until it is replaced or amended by changes in law.

With healing,

Daniel “Koa” Balanay-Tahkkiné, LAc

If you have any questions or complaints, or want more information, please contact Koa at KA&W.

You can also direct complaints to the following

In **Texas**, call 1-800-201-9353
or mail:

Texas State Board of Acupuncture
Examiners (TSBAE)
Investigations Department MC-263
PO BOX 2018
Austin, TX 78768-2018

In **Minnesota**, call 1-612-617-2130,
or mail:

Minnesota Board Of Medical Practice
335 Randolph Avenue, Suite 140
St. Paul, Minnesota 55102
(612) 617-2130

Or you can file a written complaint
with the Secretary of the Department
of Health and Human Services at:

DHHS
200 Independence Ave. S.W. Room
509 F
Washington D.C. 20201

You will never be penalized for filing a complaint.

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