



**Orlando Orthopaedic Center
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.

YOUR RIGHTS

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

YOUR CHOICES

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Disclose information to organizations assisting with disaster relief efforts
- Market our services and sell your information
- Raise funds

OUR USES AND DISCLOSURES

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

YOUR RIGHTS

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurance. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- 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.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting our Privacy Officer at 407-254-2500, 25 W. Crystal Lake Ste. Ste. 200, Orlando, FL 32806, email: compliance@orlandoortho.com, or contacting us through our website at www.orlandoortho.com.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

YOUR CHOICES

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

OUR USES AND DISCLOSURES

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you. *Example: A doctor treating you for an injury asks another doctor about your overall health condition.*

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary. *Example: We use health information about you to manage your treatment and services.*

We may use artificial intelligence (AI) tools to assist our licensed medical professionals in creating visit notes and other clinical documentation. These tools operate under the supervision of our clinicians and are used only to support treatment and health care operations. Your information remains protected under HIPAA and applicable state privacy laws.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities. *Example: We give information about you to your health insurance plan so it will pay for your services.*

HOW ELSE CAN WE USE OR SHARE YOUR HEALTH INFORMATION?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

SUBSTANCE USE DISORDER (SUD) TREATMENT RECORDS

Some health information may be protected by a federal law called 42 CFR Part 2, which gives extra privacy protections to substance use disorder (SUD) treatment records. If we receive or maintain any Part 2 records, we may use or disclose them for treatment, payment, and health care operations only as permitted by law. These records cannot be used or disclosed in legal proceedings against you without your written permission or a special court order.

ADDITIONAL PROTECTIONS UNDER FLORIDA LAW

We follow all applicable federal and state privacy laws. Florida law provides additional protection for your medical information beyond those required by HIPAA. Where Florida law provides greater privacy protection than HIPAA, we follow the stricter Florida requirements.

OUR RESPONSIBILITIES

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.

- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

AUTOMATIC DATA COLLECTION & TRACKING TECHNOLOGY

What We Collect and Why

Like many modern websites, we use automatic data collection technologies, such as cookies, server logs, and web beacons, to analyze how visitors interact with our site. This data helps us improve website performance, optimize navigation, and enhance the services we offer.

When you visit our website, we may collect technical, non-personal information, including but not limited to:

- Device information (e.g., IP address, browser type, operating system).
- Usage data (e.g., pages viewed, time spent on pages, referring/exit pages, and clickstream data).
- General location data (e.g., city/state derived from IP address).

We configure certain tools to reduce or limit the collection of identifying information where reasonably possible. We do not intend for this website's tracking technologies to be used to collect sensitive health information, and you should not submit sensitive medical information through general website forms unless expressly instructed.

How We Use and Share This Data

We may share this de-identified usage data with third-party analytics providers to help us understand website traffic trends. The data shared with these providers is aggregated and does not include direct personal identifiers such as your name, email address, or phone number.

Distinction from Protected Health Information (PHI)

Please note that general website analytics data is separate and distinct from Protected Health Information (PHI).

- PHI is health information you voluntarily provide to us through secure channels, such as our Patient Portal or secure intake forms.
- Our collection, use, and disclosure of PHI are governed strictly by our Notice of Privacy Practices.

We do not use or disclose PHI for marketing or general website analytics purposes without your valid, written authorization as required by HIPAA.

CHANGES TO THE TERMS OF THIS NOTICE

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

This Notice of Privacy Practices applies to Orlando Orthopaedic Center.

Website: www.orlandoortho.com

To contact our Privacy Officer:

Address: 25 W. Crystal Lake Street, Ste. 200, Orlando, FL 32806

Phone: 407-254-2500

Email: compliance@orlandoortho.com

Original effective date: April 15, 2003 / Revised date: February 16, 2026