

WELCOME TO *Penn Therapy & Fitness*

Glenside (Arcadia University)



450 S. EASTON ROAD ♦ SUITE 102 ♦ GLENSIDE, PA 19038

☎ 215.572.4060 ♦ FAX: 215.572.4063

Please call for hours of operation.



Official Therapy Provider for  Penn Medicine

pennpartners.org/glenside

Driving & Parking Directions to PENN THERAPY & FITNESS *Glenside*

450 S. EASTON ROAD ♦ SUITE 102 ♦ GLENSIDE, PA 19038 ♦ 215.572.4060

FROM PHILADELPHIA AND SOUTHERN POINTS:

Traveling I-76

- ♦ Take I-76 West towards Valley Forge
- ♦ Take exit 340A toward Lincoln Drive/Kelly Drive
- ♦ Take left onto Emlen Street to Cresheim Valley Drive
- ♦ Follow to PA-73 East
- ♦ Turn right onto PA-73 East and then turn right onto PA-152 South

Traveling PA-611

- ♦ Follow Broad Street/PA-611 (9 miles)
- ♦ Take slight right onto PA-611 North/Old York Road
- ♦ Turn left onto Chelton Hills Dr
- ♦ Turn left onto Church Rd
- ♦ Turn left onto PA-152 South
- ♦ Turn right to stay on PA-152 South

FROM FORT WASHINGTON (PA-309) AND POINTS NORTH:

- ♦ Merge onto PA-309 South
- ♦ Take the PA-73 exit toward Flourtown
- ♦ Turn left onto PA-73 East/Church Road
- ♦ Turn right onto PA-152 South
- ♦ Turn right to stay on PA-152 South

FROM PLYMOUTH MEETING AND WESTERN POINTS:

- ♦ Turn right onto State Rte. 3005 and follow to PA-73 East
- ♦ Turn right onto PA-73 East and follow to PA-152 South
- ♦ Turn left onto PA-73 East/Church Road
- ♦ Turn right onto PA-152 South

PARKING

From the Easton Road main entrance:

- ♦ Make left at first stop sign.
- ♦ Make your first available Right between parked cars.
- ♦ You will see another stop sign; keep going straight across that little road.
- ♦ You will see parking lot #7 (also the Admissions Parking).
- ♦ You will park in lot #7 in the assigned Patient Parking.

Penn Therapy & Fitness is located in the Health Sciences Building. Take the elevator or stairs to the bottom floor. We are the first office on the left.

WELCOME TO *Penn Therapy & Fitness*

This packet contains the documents necessary for your first visit.

Please bring these forms with you.

- ◆ Each form must be completely filled out with appropriate boxes checked.
- ◆ **Forms should not be signed prior to your arrival.** These forms must be signed with date and time in person and witnessed by our staff.

Other important documents to bring with you to your first visit include:

- Your prescription(s) which must be signed and dated within 90 days of your initial therapy appointment
- Photo ID and insurance card
- Insurance Referral (*if required by your insurance plan*)
- Insurance copayment (*if required by your insurance plan*)
Copays are due each treatment day
- Complete list of medications
- Complete medical history list (*if not covered on patient summary form*)

Your first scheduled appointment is a 60 minute one-on-one evaluation with your therapist.

Please arrive 30 minutes prior to your appointment to complete the check-in process and start on time.

If you have any questions, feel free to contact us.

Please provide 24 hour notice if you need to cancel.

Thank you,

The Staff at Penn Therapy & Fitness

Frequently Asked Questions

AT PENN THERAPY & FITNESS,

our goal is to provide you with excellent care.

PLEASE SEE BELOW *to understand how you can prepare for and participate in your care.*

1) How long is the initial appointment?

Your initial appointment will take about 90 minutes from registration to completion of the evaluation. Please arrive 30 minutes before your scheduled evaluation time to complete the registration process. The evaluation will take approximately 60 minutes.

2) The Initial Evaluation:

Allow approximately 60 minutes for your first visit. Your therapist will ask you questions regarding your condition, perform a physical exam, and then develop an individualized program to help facilitate your recovery. Your recovery depends on you being an active participant, and your program will most likely include a home exercise program.

3) What should I wear?

Please wear something that you can move in comfortably. Wear, or bring, sneakers or rubber soled shoes without a heel. You may want to wear, or bring, shorts. If you forget, examination gowns are available.

4) Do I really need to do my Home Exercise Program?

Performing a Home Exercise Program is an essential part of your recovery. You will be given pictures as well as written instructions on how to perform your program. If an exercise causes discomfort or if you are unsure about an exercise, stop. Your therapist will review with you at your next session.

5) When should I return/ How to schedule appointments?

After the examination, your therapist will coordinate with you and determine the appropriate duration and frequency of visits for your course of care. Appointments may be scheduled up to 2 weeks in advance, and we strongly encourage you to do that.

6) Canceling and Rescheduling:

In order to achieve the best outcome, it is important that you **attend all scheduled appointments**. If you cannot keep your appointment, please call our office to reschedule. We request **24 hours advance notice**. Patients who miss 2-3 appointments without notifying us may be discharged from our care.

7) What if I'm late for an appointment?

In order to give you the best care and the attention that you deserve, please arrive on time for all appointments. If you will be late, please call the office to make us aware. We will do our best to accommodate you. It is possible that you may need to see another therapist, or we may need to reschedule your appointment.

8) Will my doctor get a letter?

Yes. Your referring physician will receive a summary of the therapist's initial evaluation, progress notes, and discharge summary.

IF YOU HAVE ANY QUESTIONS OR CONCERNS *prior to your first appointment, please call our office and we will be happy to answer them.*

Patient Summary Form

Name: _____ Date of Birth: ____/____/____ Age: _____

Home Phone #: _____ Cell Phone #: _____ E-mail: _____

Preferred means of contact: Phone Email

EMERGENCY CONTACT: Name: _____ Phone #: _____

MEDICAL HISTORY: Are you currently receiving any Home Care Services? Yes No

Are you currently receiving any other Therapies? Physical Occupational Speech None

Current quality of life/health status: Excellent Very Good Good Fair Poor

Please check Yes or No as appropriate for the following conditions.

Asthma/Wheezing/Shortness of Breath Yes No

Frequent Cough Yes No

Pneumonia Yes No

Sinus Infections Yes No

Weight Changes: gain / loss Yes No

Frequent Laryngitis Yes No

Frequent Sore Throat Yes No

Difficulty Swallowing Yes No

GERD/Reflux Yes No

Poor Appetite Yes No

Frequent Nausea / Vomiting Yes No

Hearing Loss Yes No

Vertigo / Dizziness Yes No

TMJ Yes No

Cataracts Yes No

Glaucoma Yes No

Low Blood Pressure Yes No

High Blood Pressure Yes No

Congestive Heart Failure (CHF) Yes No

Heart Disease Yes No

Pacemaker Yes No

Arthritis Yes No

Osteoporosis / Osteopenia Yes No

Chronic Back Pain Yes No

Peripheral Neuropathy Yes No

Aneurysm Yes No

Seizure Yes No

Stroke / TIA Yes No

Circulatory Problems Yes No

Blood Clot Yes No

Leg Wounds Yes No

Diabetes Yes No

Kidney Disease / Renal Failure Yes No

Thyroid Disorder Yes No

Incontinence Yes No

Bowel Irregularity Yes No

Urinary Frequency / Urgency Yes No

Bladder Infections Yes No

Tuberculosis Yes No

Immune Deficiency Yes No

Anxiety Yes No

Depression Yes No

Panic Attacks Yes No

Diagnosis of Cancer Yes No

Date diagnosed: _____

If yes, state type of cancer _____

Radiation Yes No

Chemotherapy Yes No

SURGICAL HISTORY: List any surgical history. Please include dates or time frame:

ADDITIONAL MEDICAL HISTORY:

MEDICATIONS: NONE

Please CLEARLY LIST any medications you are taking, including herbals and over the counter medications:

ALLERGIES: Latex: Yes No Please list others: _____

Patient Summary Form, continued

Date: _____

SOCIAL HISTORY: Occupation: _____ Retired With whom do you live? _____

Married: Yes No Children: Yes No If you have children, how many? _____

Where do you live? House Apartment How many stories? _____ How do you enter? Stairs Ramp

If you have stairs to enter home, how many? _____ Railing? Right Left Both sides None Other: _____

If you have stairs inside the home, how many? _____ Railing? Right Left Both sides None Other: _____

Do you exercise? Yes No What type and how often? _____

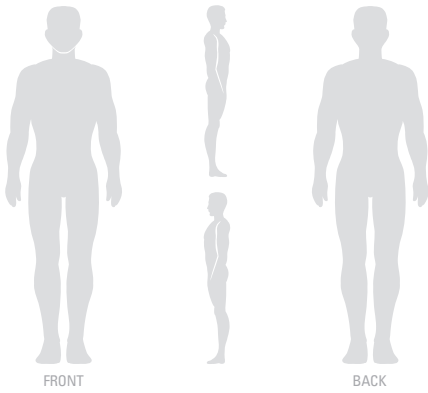
Do you use tobacco? Yes No If yes, Smoke Chew How much/often? _____

Do you drink alcohol? Yes No If yes, how much/often? _____

FALLS: Not Applicable Yes, I have a fear of falling.
 I have fallen _____ times in the past **3 months**. I have fallen _____ times in the past **6 months**. I have fallen _____ times in the past **year**.

PAIN DIAGRAM

Please mark the area(s) of injury or discomfort by clicking and dragging each circle on the chart below.



Please click and drag the circle to the number that reflects your pain.

No Pain 0 1 2 3 4 5 6 7 8 9 10 Worst Pain Possible

What are you coming to therapy for today?

When did your symptoms begin?

Have you ever received Physical/Occupational/Speech Therapy for this condition? Yes No

If yes, explain:

Pain? Yes No How do you treat it?

If you have pain, what makes it worse? What makes it better?

What are your goals for therapy?

How do you best learn (select all that apply)? Seeing Doing Hearing Reading Other: _____

X _____ / ____ / ____ : ____ AM/PM
Patient Signature or Person Authorized to Consent on Behalf of the Patient Date Time

FOR PENN THERAPY & FITNESS THERAPIST ONLY: I have read and reviewed this Patient Summary Form

Therapist Name/Signature: _____ / _____ Init _____ : ____ AM/PM
Date Time

Therapist Name/Signature: _____ / _____ Init _____ : ____ AM/PM
Date Time

Attached medication list provided by patient

Consent Form

CONSENT FOR MEDICAL TREATMENT: I consent to routine diagnostic, medical and rehabilitation procedures and/or treatment provided by the Outpatient Hospital Based Facility. I understand that I will have the opportunity to discuss the risks and benefits of proposed procedures and treatment, together with any alternatives, with the physician or health professional to my satisfaction. I further understand that this consent does not include operations or any non-routine medical or rehabilitation procedures or treatment. The risks, benefits and alternatives to such non-routine procedures or treatment, will be explained to me by the physician or health professional. I have the right to consent or refuse any proposed procedure or treatment to the extent permitted by law. Subject to this Consent to Treatment, the Outpatient Hospital Based Facility may perform any procedures and administer any treatment deemed advisable in my care.

AUTHORIZATION FOR PAYMENT OF INSURANCE BENEFITS: I authorize payment of insurance benefits (including Medicare/Medicaid benefits) to be made directly to Good Shepherd Penn Partners. I understand that I am financially responsible to Good Shepherd Penn Partners for services not covered by my insurance company. I understand that Good Shepherd Penn Partners is under no duty or obligation to seek payment from an insurance company until all required insurance information is provided to GSPP to process my bill. This authorization shall remain effective until revoked by me in writing. I intend that my consent shall apply to all outpatient services received by me from Good Shepherd Penn Partners.

ASSIGNMENTS OF BENEFITS: I am receiving medical care and services from the Hospital and/or by the System Providers. In exchange for that care and treatment, I give and assign to the Hospital, and/or one or more of the System Providers, as appropriate, the right to receive payment directly for all insurance and other health benefits to which I am entitled, and/or which may be payable on my behalf. I understand that this is called an "assignment of benefits" and that the Hospital and such System Providers may be called my "assignees". This assignment shall not be for more than the Hospital rate and the physicians' charges. I understand that I may be required to pay for charges that others do not pay on my behalf under this assignment. I agree that the Hospital and/or the System Providers can sue anyone in their own names as my assignee and get payment for the charges resulting from my medical care. This amount may include charges on the bill for my care and lawyers' fees resulting from collection efforts.

MEDICARE BENEFITS: I request that payment of Medicare benefits be made on my behalf to the Hospital and/or one or more of the System Providers for any medical services, care or treatment any of them may provide to me. I authorize the Hospital and/or such System Providers and their agents to give to the Centers for Medicare & Medicaid Services and its agents any medical information about me (or the person I signed for) needed to determine these benefits or the benefits payable for related services. I have provided accurate information about Medicare secondary payors

AUTHORIZATION FOR RELEASE OF MEDICAL RECORDS: I authorize Good Shepherd Penn Partners to release information contained in my medical records to the party responsible for payment for my care, including but not limited to the Medicare/Medicaid programs, my insurance carrier, my employer's insurance carrier, and/or any other party whom I have indicated will be responsible for payment for my care. I intend that this consent shall extend to any information concerning HIV infection, AIDS or AIDS Related Complex. This authorization is effective for as long as necessary to obtain payment. It will end when Good Shepherd Penn Partners obtains full payment from all sources or when revoked by me in writing.

Yes No I understand that Good Shepherd Penn Partners has a teaching program and consent to the participation of those involved in the teaching program in my care.

Yes No I understand that during the course of my treatment, Good Shepherd Penn Partners will create a medical chart for me and consent to the use of photographs and/or recorded images for treatment purposes.

NOTICE OF PRIVACY PRACTICE: I understand that Good Shepherd Penn Partners; Penn Therapy & Fitness is part of The Good Shepherd Penn Partners Specialty Hospital. I also understand that this provider may share my health information for treatment, payment, and healthcare operations. I have been given a copy of the organization's Notice of Privacy Practices that describes how my health information is used and shared. I understand that Good Shepherd Penn Partners has the right to change this notice at any time. I may obtain a current copy by contacting the Compliance, Privacy Officer at 215.893.2548.

My signature constitutes my acknowledgement that I have been provided with a copy of the Notice of Privacy Practices and/or a Statement of the Patient's Rights and Responsibilities/Admission Notice Packet.

If any person is physically unable to provide a signature OR signs with a mark, print his/her name on the appropriate line above and record the signatures of two responsible persons who witness that such person understands the nature of this acknowledgement.

HIPAA: Notice of Privacy Practices – June 2016

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. Changes on this notice will not be honored. You will be asked to acknowledge that you have received our Notice of Privacy Practices.

We understand that information about you and your health is very personal.

Therefore, we will strive to protect your privacy as required by law. We will only use and disclose your personal health information (“PHI”), as allowed by law.

We are committed to excellence in the provision of state-of-the-art health care services through the practice of patient care, education, and research. Therefore, as described below, your health information will be used to provide you care and may be used to educate health care professionals and for research purposes. We train our staff and workforce to be sensitive about privacy and to respect the confidentiality of your PHI.

We are required by law to maintain the privacy of our patients’ PHI and to provide you with notice of our legal duties and privacy practices with respect to your PHI. We are required to abide by the terms of this Notice (“Notice”) so long as it remains in effect. We reserve the right to change the terms of this Notice as necessary and to make the new notice effective for all PHI maintained by us. You may receive a copy of any revised notice at any of our hospitals or doctors’ offices, or ambulatory care facilities.

The terms of this Notice apply to Penn Medicine, consisting of the Perelman School of Medicine at the University of Pennsylvania and the University of Pennsylvania Health System and its subsidiaries and affiliates, including but not limited to the Hospital of the University of Pennsylvania, Pennsylvania Hospital, Penn Presbyterian Medical Center, Chester County Hospital, Lancaster General Hospital, the Clinical Practices of the University of Pennsylvania (CPUP), Clinical Care Associates (CCA), Penn Home Care and Hospice, Good Shepherd Penn Partners, Clinical Health Care Associates of New Jersey, and the physicians, licensed professionals, employees, volunteers, and trainees seeing and treating patients at each of these care settings. This Notice does not apply when visiting a non-CPUP or non-CCA physician in their private medical office.

If you have questions regarding the coverage of this Notice, or if you would like to obtain a copy of this Notice, please contact the Penn Medicine Privacy Office as described below.

Uses and Disclosures of your PHI

The following categories describe the ways we may use or disclose your PHI without your consent or authorization. For each category, we will give you illustrative examples.

Uses and Disclosures for Treatment, Payment, and Health Care Operations.

Treatment: We use and disclose your PHI as necessary for your treatment. For instance, doctors, nurses, and other professionals involved in your care — within and outside of Penn Medicine — may use information in your medical record that may include procedures, medications, tests, etc. to plan a course of treatment for you.

Payment: We use and disclose your PHI as necessary for payment purposes. For instance, we may forward information regarding your medical procedures and treatment to your insurance company to arrange payment for the services provided to you. Also, we may use your information to prepare a bill to send to you or to the person responsible for your payment.

Health Care Operations. We use and disclose your PHI for health care operations. This is necessary to operate Penn Medicine, including by ensuring that our patients receive high quality care and that our health care professionals receive superior training. For example, we may use your PHI to conduct an evaluation of the treatment and services we provide, or to review the performance of our staff. Your health information may also be disclosed to doctors, nurses, staff, medical students, residents, fellows, and others for education and training purposes.

The sharing of your PHI for treatment, payment, and health care operations may happen electronically. Electronic communications enable fast, secure access to your information for those participating in and coordinating your care to improve the overall quality of your health and prevent delays in treatment.

Health Information Exchanges: Penn Medicine participates in initiatives to facilitate this electronic sharing, including but not limited to Health Information Exchanges (HIEs) which involve coordinated information sharing among HIE members for purposes of treatment, payment, and health care operations. Patients may opt-out of some of these electronic sharing initiatives, such as HIEs. Penn Medicine will use reasonable efforts to limit the sharing of PHI in such electronic sharing initiatives for patients who have opted-out. If you wish to opt-out, please contact your patient services associate.

Our Facility Directory. We use information to maintain an inpatient directory listing your name, room number, general condition, and if you wish, your religious affiliation. Unless you choose to have your information excluded from this directory, the information, excluding your religious affiliation, may be disclosed to anyone who requests it by asking for you by name. This information, including your religious affiliation, may also be provided to members of the clergy, even if they don’t ask for you by name. If you wish to have your information excluded from this director, please contact your patient services associate.

Persons Involved in Your Care. Unless you object, we may, in our professional judgment, disclose to a member of your family, a close friend, or any other person you identify, your PHI, to facilitate that person’s involvement in caring for you or in payment for your care. We may use or disclose your PHI to assist in notifying a family member, personal representative or any person responsible for your care of your location and general condition. We may also disclose limited PHI to a public or private entity that is authorized to assist in disaster relief efforts to locate a family member or other persons who may be involved in some aspect of caring for you.

Fundraising. We may contact you, at times in coordination with your physician, to donate to a fundraising effort on our behalf. If we contact you for fundraising purposes, you have the right to opt-out of receiving any future solicitations.

Appointments and Services. We may use your PHI to remind you about appointments or to follow up on your visit.

Health Products and Services. We may, from time to time, use your PHI to communicate with you about treatment alternatives and other health-related benefits and services that may be of interest to you.

Research. We may use and disclose your PHI, including PHI generated for use in a research study, as permitted by law for research, subject to your explicit authorization and/or oversight by the University of Pennsylvania Institutional Review Boards (IRBs), committees charged with protecting the privacy rights and safety of human subject research, or similar committee. In all cases where your specific authorization has not been obtained, your privacy will be protected by confidentiality requirements evaluated by such committee. For example, the IRB may approve the use of your health information with only limited identifying information to conduct outcomes research to see if a particular procedure is effective.

HIPAA: Notice of Privacy Practices, continued

Research (continued).

As an academic medical center, Penn Medicine supports research and may contact you to invite you to participate in certain research activities. If you do not wish to be contacted for research purposes, please inform your patient services associate. In such case, we will use reasonable efforts to prevent this research-related outreach. This will not apply to the use of your PHI for research purposes as described above and will not prevent your care providers from discussing research with you.

Business Associates. We may contract with certain outside persons or organizations to perform certain services on our behalf, such as auditing, accreditation, legal services, etc. At times it may be necessary for us to provide your PHI to one or more of these outside persons or organizations. In such cases, we require these business associates, and any of their subcontractors, to appropriately safeguard the privacy of your information.

Other Uses and Disclosures. We are permitted or required by law to make certain other uses and disclosures of your PHI without your consent or authorization. Subject to conditions specified by law, we may release your PHI:

- ♦ for any purpose required by law;
- ♦ for public health activities, such as required reporting of disease, injury, and birth and death, and for required public health investigations;
- ♦ to certain governmental agencies if we suspect child abuse or neglect; or if we believe you to be a victim of abuse, neglect, or domestic violence;
- ♦ to entities regulated by the Food and Drug Administration, if necessary, to report adverse events, product defects, or to participate in product recalls;
- ♦ to your employer when we have provided health care to you at the request of your employer for purposes related to occupational health and safety. In most cases you will receive notice that your PHI is being disclosed to your employer;
- ♦ if required by law to a government oversight agency conducting audits, investigations, inspections and related oversight functions;
- ♦ in emergency circumstances, such as to prevent a serious and imminent threat to a person or the public;
- ♦ if required to do so by a court of administrative order, subpoena or discovery request. In most cases you will have notice of such release;
- ♦ to law enforcement officials, including for purposes of identifying or locating suspects, fugitives, witnesses, or victims of crime, or for other allowable law enforcement purposes;
- ♦ to coroners, medical examiners, and/or funeral directors;
- ♦ if necessary, to arrange an organ or tissue donation from you or a transplant for you;
- ♦ if you are a member of the military for activities set out by certain military command authorities as required by armed forces services; we may also release your PHI, if necessary, for national security, intelligence, or protective services activities; and
- ♦ if necessary for purposes related to your workers' compensation benefits.

Your Authorization. Except as outlined above, we will not use or disclose your PHI for any other purposes unless you have signed a form authorizing the use or disclosure. The form will describe what information will be disclosed, to whom, for what purpose, and when. you have the right to revoke your authorization in writing, except to the extent we have already relied upon it. These situations can include:

- ♦ uses and disclosures of psychotherapy notes;
- ♦ uses and disclosures of PHI for marketing purposes, including marketing communications paid for by third parties;
- ♦ uses and disclosures of PHI specially protected by state and/or Federal law and regulations;
- ♦ uses and disclosures for certain research protocols;
- ♦ disclosures that constitute a sale of PHI.

Confidentiality of Alcohol and Drug Abuse Patient Records, HIV-Related Information, and Mental Health Records. The confidentiality of alcohol and drug abuse treatment records, HIV-related information, and mental health records maintained by us is specifically protected by state and/or Federal law and regulations. Generally, we may not disclose such information unless you consent in writing, the disclosure is allowed by a court order, or in limited and regulated other circumstances.

Rights That You Have

Access to your PHI. Generally, you have the right to access, inspect, and/or receive paper and/or electronic copies of the PHI that we maintain about you. Requests for access must be made in writing and be signed by you or, when applicable, your personal representative. We will charge you for a copy of your medical records in accordance with a schedule of fees under federal and state law. You may obtain the appropriate form from the doctor's office or any entity where you received services. You may also access much of your health information using the myPennMedicine.org patient portal.

Amendments to Your PHI. You have the right to request that PHI that we maintain about you be amended or corrected. Requests for amendment must be made in writing and signed by you or, when applicable, your personal representative and must state the reasons for the amendment/correction request. We are not obligated to make all requested amendments but will give each request careful consideration. If we grant your amendment request, we may also reach out to other prior recipients of your information to inform them of the change. Please note that even if we grant your request, we may not delete any information already documented in your medical record. You may obtain the appropriate form from the doctor's office or entity where you received services.

Accounting for Disclosures of Your PHI. You have the right to receive an accounting of certain disclosures made by us of your PHI, except for disclosures made for purposes of treatment, payment, and health care operations or for certain other limited exceptions. This accounting will include only those disclosures made in the six years prior to the date on which the accounting is requested. Requests must be made in writing and signed by you or, when applicable, your personal representative. The first accounting in any 12-month period is free; you will be charged a reasonable, cost-based fee for each subsequent accounting you request within a 12-month period. You may obtain the appropriate form from the doctor's office or entity where you received services.

Restrictions on Use and Disclosure of Your PHI. You have the right to request restrictions on certain uses and disclosures of your PHI for treatment, payment, or health care operations. We are not required to agree to your restriction request, unless otherwise described in this notice, but will attempt to accommodate reasonable requests when appropriate. We retain the right to terminate an agreed-to restriction if we believe such termination is appropriate. In the event we have terminated an agreed upon restriction, we will notify you of such termination. The appropriate form can be obtained from your doctor's office or entity where you received services and must be signed by you or, when applicable, your personal representative.

Restrictions on Disclosures to Health Plans. You have the right to request a restriction on certain disclosures of your PHI to your health plan. We are required to honor such requests for restrictions only when you or someone on your behalf, other than your health plan, pays for the health care item(s) or service(s) in full. Such requests must be made in writing and signed by you, and, when applicable, your personal representative. You may obtain the appropriate form from the doctor's office or entity where you received services.

Confidential Communications. You have the right to request communications regarding your PHI from us by alternative means or at alternative locations and we will accommodate reasonable requests by you. You, or when applicable, your personal representative must request such confidential communication in writing to each department to which you would like the request to apply. You may obtain the appropriate form from the doctor's office or entity where you received services.

Breach Notification. We are required to notify you in writing of any breach of your unsecured PHI without unreasonable delay, but in any event, no later than 60 days after we discover the breach.

Paper Copy of Notice. As a patient, you have the right to obtain a paper copy of this Notice. You can also find this Notice on our website at: <http://www.pennmedicine.org/health-system/about/organization/policies/notice-of-privacy-practices.html>.

Additional Information

Complaints. If you believe your privacy rights have been violated, you may file a complaint in writing with the doctor's office, ambulatory care facility, or Guest Services department of the hospital/facility you visited. You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services in Washington, D.C. All complaints must be made in writing and in no way will affect the quality of care you receive from us.

For further information. If you have questions or need further assistance regarding this Notice, you may contact the Penn Medicine Privacy Office in the Office of Audit, Compliance and Privacy by telephone at 215.573.4492 or by e-mail at privacy@uphs.upenn.edu.

This Notice is effective June 27, 2016.