

LEADERSHIP TEAM:

Susan H. Glasgow, MA, CCC-SLP
Executive Director

Jill Berie, MS
Educational Director
Gateway School

Donna E. Roberts
Chief Financial Officer

Helen N. Snyder
Director of Development

Olga Polites, MS, CCC-SLP
Director, Audiology and Hearing
Services

Tina Montgomery
Program Director
Centralized Interpreter
Referral Service

John Sloan, MS, CCC-Fellow
Director, Speech-Language & Fluency

CONTACT INFORMATION:

The Hearing and Speech Agency
Harry and Jeanette
Weinberg Building
5900 Metro Drive
Baltimore, MD 21215

Phone: 410.318.6780
TTY: 410.318.6758

Hours: 9 a.m.-4:30 p.m.
Monday-Friday
Evening hours by appointment.

Satellite office:
Hilgenberg Scottish Rite Center for
Childhood Language Disorders
3800 N. Charles Street
Baltimore, MD 21218

The Hearing and Speech Agency Notice of Privacy Practices

This notice describes how health information about you, as a client/patient of The Hearing and Speech Agency, may be used and disclosed, and how you can get access to your health information. This is required by the Privacy Regulations created as a result of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

Our commitment to your privacy

The Hearing and Speech Agency is dedicated to maintaining the privacy of your health information. We are required by law to maintain the confidentiality of your health information.

We realize that these laws are complicated, but we must provide you with the following important information:

Use and disclosure of your health information in certain special circumstances

The following circumstances may require us to use or disclose your health information:

1. To public health authorities and health oversight agencies that are authorized by law to collect information.
2. Lawsuits and similar proceedings in response to a court or administrative order.
3. If required to do so by a law enforcement official.
4. When necessary to reduce or prevent a serious threat to your health and safety or the health and safety of another individual or the public. We will only make disclosures to a person or organization able to help prevent the threat.
5. If you are a member of U.S. or foreign military forces (including veterans) and if required by the appropriate authorities.
6. To federal officials for intelligence and national security activities authorized by law.
7. To correctional institutions or law enforcement officials if you are an inmate or under the custody of a law enforcement official.
8. For Workers Compensation and similar programs.



THE HEARING AND SPEECH AGENCY
www.hasa.org



Your Rights Regarding Your Health Information

1. **Communications.** You can request that The Hearing and Speech Agency communicate with you about your health and related issues in a particular manner or at a certain location. For instance, you may ask that we contact you at home, rather than work. We will accommodate reasonable requests.
2. You can request a restriction in our use or disclosure of your health information for treatment, payment, or health care operations. Additionally, you have the right to request that we restrict our disclosure of your health information to only certain individuals involved in your care or the payment for your care, such as family members and friends. We are not required to agree to your request; however, if we do agree, we are bound by our agreement except when otherwise required by law, in emergencies, or when the information is necessary to treat you.
3. You have the right to inspect and obtain a copy of the health information that may be used to make decisions about you, including patient medical records and billing records, but not including psychotherapy notes. You must submit a request in writing to The Hearing and Speech Agency, 5900 Metro Drive, Baltimore, MD 21215, 410-318-6780.
4. You may ask us to amend your health information if you believe it is incorrect or incomplete, and as long as the information is kept by or for The Hearing and Speech Agency. To request an amendment, your request must be made in writing and submitted to The Hearing and Speech Agency, 5900 Metro Drive, Baltimore, MD, 21215, 410-318-6780. You must provide us with a reason that supports your request for amendment.
5. **Right to a copy of this notice.** You are entitled to receive a copy of this Notice of Privacy Practices. You may ask us to give you a copy of this Notice at any time. To obtain a copy of this notice, contact The Hearing and Speech Agency, 5900 Metro Drive, Baltimore, MD 21215, 410-318-6780.
6. **Right to file a complaint.** If you believe your privacy rights have been violated, you may file a complaint with The Hearing and Speech Agency or with the Secretary of the Department of Health and Human Services. To file a complaint with The Hearing and Speech Agency, contact The Hearing and Speech Agency, 5900 Metro Drive, Baltimore, MD 21215, 410-318-6780. All complaints must be submitted in writing. You will not be penalized for filing a complaint.
7. **Right to provide an authorization for other uses and disclosures.** The Hearing and Speech Agency will obtain your written authorization for uses and disclosures that are not identified by this notice or permitted by applicable law.
8. We may use your protected health information to contact you in an effort to raise money for The Hearing and Speech Agency and its operations. We only would release contact information, such as your name, address, and phone number. If you do not want The Hearing and Speech Agency to contact you for fundraising efforts, you must notify The Hearing and Speech Agency, 5900 Metro Drive, Baltimore, MD 21215, 410-318-6780.

Comprehensive Notice of Policies Available on Request.

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