



## Health Information and HIPPA

Family First Physicians is dedicated to keeping your personal health information (PHI) safe! We comply with regulations set by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). You may request a copy of your records at any time. There will be a fee to cover the costs of copying and postage. Records requests will be mailed to the patient within 30 days following the request. If you have any questions or wish for your health information to be amended, please let us know and we will work together to resolve any issues.

Your health information is important, and Family First Physicians will only share your health information with other entities related to your care. Family First Physicians contracts with insurance companies, software companies, and technology companies that help use today's technology advances to help best serve you. These entities have strict guidelines and do not share any of Family First Physicians patients PHI. Please let us know if you have any questions regarding the entities and their relationship with Family First Physicians.

You oversee your PHI. You can let us know who you do or who do not wish for us to share your PHI with. If there are certain clinics, pharmacies, or any other healthcare provider that you do not wish us to share your PHI with, please let us know. Also, if there are certain aspects of your PHI that you wish not to share, please let us know. Please let us know if you do not wish to be contacted at certain phone number or location. If you feel your rights are being denied or your PHI is not being protected, please contact your provider, your insurance company, or the US Department of Health.

As stated previously, Family First Physicians contracts with other entities to help manage your care. Some of these entities help us communicate with our patients via text messaging. Information shared with these entities is not shared with any third parties. When you opt in, we collect your phone number, consent to send SMS messages, which include appointment updates, promotions, or other content based on your preferences. If you do not consent to receive SMS text messages from Family First Physicians, please reply STOP to opt out of any future messaging. Our providers also utilize AI and audio recordings of your visit for documentation purposes and quality assurance. Audio records of your visit are deleted after 30 days.

Thank you for choosing Family First Physicians! We look forward to seeing you!