



Notice of Privacy Practices

This notice describes how your medical information may be used and disclosed, and how you can get access to this information, your rights concerning your health information and our responsibility to protect your health information. **Please review it carefully.**

If you have any questions about this notice, contact the UT Dallas Callier Center HIPAA Privacy Office at 972-883-3601.

Purpose of this Notice

The University of Texas at Dallas Callier Center for Communication Disorders (UT Dallas Callier Center) is committed to protecting the privacy of your health information. UT Dallas Callier Center, including its clinicians, faculty, students, employees, non-employees, and affiliated entities, follow the privacy practices described in this Notice.

We maintain your health information in a confidential manner, as required by law.

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 receive an electronic or paper copy of your medical records and other health information we have about you, excluding psychotherapy notes.
- We will provide a copy or summary of your health information usually within 15 business days of receipt of your request. We may charge a reasonable, cost-based fee.
- In some cases, access may be limited or unavailable. We will notify you if this occurs.

Ask us to correct your medical record

- You can request a correction if you believe your health information is incorrect or incomplete.
- We may say “no” to your request, but we will tell you why in writing within 60 days.

Right to request confidential communications

- You can ask us to contact you in a specific way 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 health care operations. We are not required to agree to your request, and we may say “no” if it would affect your care. If we agree to your request, we may still share this information if you need emergency treatment.
- If you pay out-of-pocket in full for a service, you can ask us not to share that information with your health plan for the purposes of payment or our operations. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we have shared information



- You can ask for a list (accounting of disclosures) of the times we have 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 will provide one accounting each year for free but will charge a reasonable, cost-based fee for each additional one requested within the same 12-month period.

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 it electronically. You may obtain a copy of this Notice on our website or at any clinic location.

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.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your privacy rights by contacting the HIPAA Privacy Officer.
- If you are not satisfied with our response, you may file a written 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, call toll-free at: 1-800-368-1019, TDD: 1-800-537-7697, or by 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

Example: 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
- In most instances, sharing of psychotherapy notes

In the case of fundraising activities

- 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?

Treat you

We can use your health information to provide health care services. We may share it with other professionals involved in your care and for the purpose of recommending treatment alternatives, and care coordination. *For example, we may refer you to another health care provider outside of the UT Dallas Callier Center.*

- **Appointment Reminders and Routine Instructions:** We may contact you to provide appointment reminders through the patient portal application, text message, phone, email, or mail. We may send automated texts or phone calls to contact you for certain routine purposes (for example, appointment reminders, pre-registration instructions, pre-visit instructions, post-visit follow-up, and other treatment-related instructions). By giving us your phone number or email address, we presume that you have consented to be contacted at that number or email address.
- **Health Information Exchanges:** We participate in electronic Health Information Exchanges (HIEs) to facilitate coordinated care, as permitted by law. HIEs allow your participating health care providers to electronically share certain information from your health records. *For example, if you go to a hospital emergency room, that hospital may be able to access parts of your UT Dallas Callier Center electronic health record so it can treat you more safely and efficiently.* We will allow your health records to be seen by other participating providers unless you inform us that you do not want other participating providers to see your health records. You may opt out of HIE participation by contacting the HIPAA Privacy Officer.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you, to make sure that all our patients receive quality care, and for UT Dallas training, education, and other teaching programs. *Example: We use health information about you to manage your treatment and services.*

- **Care Coordination:** We may use and disclose your health information for case management and care coordination to improve the effectiveness and efficiency of care delivered by us.
- **Customer Service and Data Analysis:** We may use and disclose your health information to review and help improve our patient satisfaction and customer service levels, and for internal data analysis.
- **Security:** We may use or disclose your health information to provide security at UT Dallas facilities. *For example, we use security cameras and share limited health information for security purposes, as necessary.*
- **Patient Portal:** We provide patients with a secure, online portal to view health records and appointments, communicate with health care providers, and provide information about services available. We use information from your health record, including demographic information, to provide this service.

Bill for services

We can use and share your health information to bill and get payment from health plans or other entities. We may also tell your health plan about a treatment you are going to receive to obtain prior approval. *Example: We give information about you to your health insurance plan so it will pay for your services.*



Other permitted or required uses

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.

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

Research

Research is an important part of our mission. We may use or disclose your protected health information (PHI) for research purposes, but only as permitted by federal and state law. We may disclose identifiable information to researchers following approval by an Institutional Review Board (IRB) or Privacy Board in preparation for a research study, to recruit research subjects, or to aid in conducting a research study. The IRB or Privacy Board reviews research proposals and establishes protocols to protect the confidentiality of your health information. In some cases, the IRB or Privacy Board may determine that your written authorization is not required if the research plan involves no more than a minimal risk to individual confidentiality in accordance with the law. If your authorization is required, you will be asked to provide informed consent and written authorization before your information is included in a research study.

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.

Operations with Business Associates

To carry out health care treatment, payment, and operations functions through business associates, such as to install a new computer system.

Special Protections for Substance Use Disorder Records

Some health information we receive may be subject to additional federal confidentiality protections under 42 CFR Part 2. In all cases, including those listed above, if we have substance use disorder patient records about you, subject to 42 CFR part 2, we cannot use or share information in those records in civil, criminal, administrative, or legislative investigations or proceedings against you without (1) your consent or (2) a court order and a subpoena.

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.

Changes to the Terms of this Notice

We may change the terms of this Notice, and the changes will apply to all information we have about you, as well as any information we receive in the future. You can receive a copy of the current notice at any time. Copies of the current notice are on our website at calliercenter.utdallas.edu, posted in our lobbies and will be available each time you visit our facilities for treatment.

Effective Date: April 14, 2003

Last Revised: June 9, 2026

Contact

If you have any questions or concerns regarding this Notice, or want to exercise any of your rights under this Notice, please contact:

UT Dallas Callier Center

ATTN: HIPAA Privacy Officer

1966 Inwood Road

Dallas, TX 75235

Email: HIPPAPrivacyOfficer@utdallas.edu

Phone: 972-883-3601