



# Communication Disorders Clinic

3280 Progress Drive Suite 500, Orlando, FL 32826

## Voice Care Intake

**NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

In order to maximize your time, please answer the following questions. Feel free to elaborate on any of these answers with the speech pathologist. If this is a repeat visit, you may only note changes since your last visit.

**1) When did your symptoms first begin?**

Date: \_\_\_\_\_ Sudden          Gradual

Circumstance: \_\_\_\_\_

**2) Are you a singer?          Yes      No**

What style of music do you sing and where? \_\_\_\_\_

**3) What is your occupation? \_\_\_\_\_**

How does it affect your voice? \_\_\_\_\_

How many hours a day do you use your voice at work? \_\_\_\_\_

**4) Please describe how you use your voice, and any voice difficulties in the following environments.**

Family: \_\_\_\_\_

Social: \_\_\_\_\_

**5) Please check any symptoms that you may experience with your voice.**

- |                   |                         |                                 |
|-------------------|-------------------------|---------------------------------|
| Normal            | Increased vocal effort  | Vocal fatigue                   |
| Hoarse voice      | Fast/slow rate          | Loss of range                   |
| No voice          | Strained voice          | Poor breath support             |
| Weak voice        | Harsh voice             | Wet sounding/gurgly voice       |
| Breathy voice     | Difficulty getting loud | Voice varies throughout the day |
| Worse with stress | Worse when tired        | Other: _____                    |

**6) Please check any applicable vocal behaviors.**

- |                   |                       |                          |
|-------------------|-----------------------|--------------------------|
| Excessive talking | Yelling/screaming     | Straining the voice      |
| Loud talking      | Coughing              | Grunting with exercise   |
| Singing           | Imitating noises      | Using character voices   |
| Throat clearing   | Talking through colds | Using too high/low pitch |

*continued on back*

7) Please circle how talkative you would rate yourself.

0 1 2 3 4 5 6 7 8 9 10  
LEAST MOST

8) Please circle how loud you would rate yourself when talking.

0 1 2 3 4 5 6 7 8 9 10  
LEAST MOST

9) Please circle how you would rate your voice today.

0 1 2 3 4 5 6 7 8 9 10  
WORST BEST

10) Please circle how you would rate your voice in the past month.

0 1 2 3 4 5 6 7 8 9 10  
WORST BEST

11) Please check any present throat sensations.

|                             |                       |                            |
|-----------------------------|-----------------------|----------------------------|
| Dryness                     | Tickling              | Aching                     |
| Sensation of lump in throat | Pain                  | Burning                    |
| Mucous/phlegm               | Sour/acid taste       | Need to clear throat/cough |
| Recurrent "sore" throat     | Feeling of choking    | Frequent belching/burping  |
| Heartburn                   | Difficulty Swallowing | Chronic cough              |
| Other: _____                |                       |                            |

12) Are you experiencing any swallowing difficulties? Check all applicable.

|                         |                      |                                     |
|-------------------------|----------------------|-------------------------------------|
| Normal                  | Effortful swallowing | Stressful eating                    |
| Choking with liquid     | Coughing with eating | Reduced social eating               |
| Choking with solid      | Weight loss          | Reduced pleasure eating             |
| Choking with pills      | Gagging              | Throat clearing during/after eating |
| Food sticking in throat | Difficulty chewing   | Other: _____                        |

13) Are you experiencing any breathing difficulties? Check all applicable.

|                        |                              |                     |
|------------------------|------------------------------|---------------------|
| Normal                 | Worse with exercise/activity | Affected by weather |
| Shortness of breath    | Noisy breathing              | Worse with stress   |
| Trouble getting air in | Strained breathing           | Effortful breathing |
| Tight throat           | Other: _____                 |                     |

14) Please describe how much you drink of the following beverages. Please specify ounces/cups per day/week.

Water: \_\_\_\_\_ Soda: \_\_\_\_\_ Tea: \_\_\_\_\_

Juice: \_\_\_\_\_ Coffee: \_\_\_\_\_ Alcohol: \_\_\_\_\_

15) Do you smoke or have a history of smoking? Yes No

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ # Cigarettes per day: \_\_\_\_\_

16) Are you currently taking any medication to treat acid reflux? Yes No

If yes, what medication and dosage: \_\_\_\_\_

**REFLUX SYMPTOM INDEX:** Within the past month, how did the following problems affect you? Circle the appropriate response. (0-5 rating scale with 0 = No problem and 5 = Severe)

|   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|
| Hoarseness or a problem with your voice                                 | 0 | 1 | 2 | 3 | 4 | 5 |
| Clearing your throat  | 0 | 1 | 2 | 3 | 4 | 5 |
| Excess throat mucous or postnasal drip                                  | 0 | 1 | 2 | 3 | 4 | 5 |
| Difficulty swallowing food, liquids, or pills                           | 0 | 1 | 2 | 3 | 4 | 5 |
| Coughing after you ate or after lying down                              | 0 | 1 | 2 | 3 | 4 | 5 |
| Breathing difficulties or choking episodes                              | 0 | 1 | 2 | 3 | 4 | 5 |
| Troublesome or annoying cough   | 0 | 1 | 2 | 3 | 4 | 5 |
| Sensation of something sticking in your throat or a lump in your throat | 0 | 1 | 2 | 3 | 4 | 5 |
| Heartburn, chest pain, indigestion, or stomach acid coming up           | 0 | 1 | 2 | 3 | 4 | 5 |

Total = \_\_\_\_\_ /45 points

**We are looking to better understand how your symptoms can interfere with your daily activities. These are statements that many people have used to describe their symptoms and their effects on their lives. Circle the response that indicates how frequently you have the same experience.**

**0 = never                      1 = almost never                      2 = sometimes                      3 = almost always                      4 = always**

**VOICE HANDICAP INDEX-10:** Please answer all questions based on your symptoms within the past two weeks.

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| My voice makes it difficult for people to hear me.       | 0 | 1 | 2 | 3 | 4 |
| People have difficulty understanding me in a noisy room. | 0 | 1 | 2 | 3 | 4 |
| People ask, "What's wrong with your voice?"              | 0 | 1 | 2 | 3 | 4 |
| I feel as though I have to strain to produce voice.      | 0 | 1 | 2 | 3 | 4 |
| My voice difficulties restrict personal and social life. | 0 | 1 | 2 | 3 | 4 |
| The clarity of my voice is unpredictable.                | 0 | 1 | 2 | 3 | 4 |
| I feel left out of conversations because of my voice.    | 0 | 1 | 2 | 3 | 4 |
| My voice problem causes me to lose income.               | 0 | 1 | 2 | 3 | 4 |
| My voice problem upsets me.                              | 0 | 1 | 2 | 3 | 4 |
| My voice makes me feel handicapped.                      | 0 | 1 | 2 | 3 | 4 |

Total = \_\_\_\_\_ /40 points

Fill out **IF** you have any breathing difficulties

**DYSPNEA INDEX:** Please answer all questions based on your symptoms within the past two weeks.

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| I have trouble getting air in.                                      | 0 | 1 | 2 | 3 | 4 |
| I feel tightness in my throat when I'm having my breathing problem. | 0 | 1 | 2 | 3 | 4 |
| It takes more effort to breathe than it used to.                    | 0 | 1 | 2 | 3 | 4 |
| Changes in the weather affect my breathing problem.                 | 0 | 1 | 2 | 3 | 4 |

*continued on back*

Circle the response that indicates how frequently you have the same experience.

0 = never

1 = almost never

2 = sometimes

3 = almost always

4 = always

Fill out **IF** you have any breathing difficulties

|   |   |   |   |   |   |
|---|---|---|---|---|---|
| My breathing gets worse with stress.                                    | 0 | 1 | 2 | 3 | 4 |
| I make sound/noise breathing in.  | 0 | 1 | 2 | 3 | 4 |
| I have to strain to breathe.  | 0 | 1 | 2 | 3 | 4 |
| My shortness of breath gets worse with exercise or physical activity.   | 0 | 1 | 2 | 3 | 4 |
| My breathing problems makes me feel stressed.                           | 0 | 1 | 2 | 3 | 4 |
| My breathing problem causes me to restrict my personal and social life. | 0 | 1 | 2 | 3 | 4 |

Total = \_\_\_\_\_ /40 points

Fill out **IF** you are a singer

**SINGING VOICE HANDICAP INDEX:** Please answer all questions based on your symptoms within the past month.

|  |   |   |   |   |   |
|--|---|---|---|---|---|
| It takes a lot of effort to sing.                                    | 0 | 1 | 2 | 3 | 4 |
| I am unsure of what will come out when I sing.                       | 0 | 1 | 2 | 3 | 4 |
| My voice “gives out” on me while I am singing.                       | 0 | 1 | 2 | 3 | 4 |
| My singing voice upsets me.  | 0 | 1 | 2 | 3 | 4 |
| I have no confidence in my singing voice.                            | 0 | 1 | 2 | 3 | 4 |
| I have trouble making my voice do what I want it to do.              | 0 | 1 | 2 | 3 | 4 |
| I have to “push it” to produce my voice when singing.                | 0 | 1 | 2 | 3 | 4 |
| My singing voice tires easily.                                       | 0 | 1 | 2 | 3 | 4 |
| I feel something missing in my life because of my inability to sing. | 0 | 1 | 2 | 3 | 4 |
| I am unable to use my “high voice.”                                  | 0 | 1 | 2 | 3 | 4 |

Total = \_\_\_\_\_ /40 points



# Communication Disorders Clinic

|   |                            |                   |
|---|----------------------------|-------------------|
| <b>Section I:</b>   | <b>Patient Information</b> | <b>Date</b> _____ |
| Name: _____ Prefer to be called: _____  |                            |                   |
| Address: _____ City: _____ State: _____ Zip _____   |                            |                   |
| Phone (____) _____ Work Phone (____) _____ Cell Phone (____) _____  |                            |                   |
| The best time to contact me is: _____ <input type="checkbox"/> A.M. <input type="checkbox"/> P.M. on my <input type="checkbox"/> Home phone <input type="checkbox"/> Work phone <input type="checkbox"/> Cell phone |                            |                   |
| Date of Birth: _____ Last 4 digits of SSN#: _____   |                            |                   |
| Check Appropriate Box: <input type="checkbox"/> Minor <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Widowed   |                            |                   |
| If Student, Name of School _____ City/State _____ <input type="checkbox"/> FT <input type="checkbox"/> PT   |                            |                   |
| Spouse or Parent's Name: _____ Employer _____ Work Phone _____  |                            |                   |
| Whom may we thank for referring you? _____  |                            |                   |
| Person to contact in case of emergency _____ Phone _____  |                            |                   |
| Referring Physician: _____ Address: _____   |                            |                   |
| Phone: _____ Fax: _____   |                            |                   |

|   |                          |
|---|--------------------------|
| <b>Section II</b>   | <b>Responsible Party</b> |
| Relationship to Patient: <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Other _____ |                          |
| Name: _____   |                          |
| Address (if different from above): _____  |                          |
| City: _____ State: _____ Zip: _____ Phone: (____) _____   |                          |
| Employer _____ Work Phone (____) _____ Last 4-digits of SSN# _____  |                          |

|  |                              |
|--|------------------------------|
| <b>Section III</b>   | <b>Insurance Information</b> |
| Name of Insured _____ DOB _____ Relationship to Patient _____  |                              |
| Last 4 digits of SSN#: _____ Name of Employer: _____ Work Phone: (____) _____  |                              |
| Address of Employer: _____ City _____ State: _____ Zip _____   |                              |
| Insurance Company _____ Grp # _____ ID# _____  |                              |
| Ins. Co. Address: _____ Ins. Co. Phone: _____  |                              |
| <b>***DO YOU HAVE ANY ADDITIONAL INSURANCE? <input type="checkbox"/> Yes <input type="checkbox"/> No IF YES, COMPLETE THE SECTION BELOW***</b> |                              |
| Name of Insured _____ DOB _____ Relationship to Patient _____  |                              |
| Last 4 digits of SSN#: _____ Name of Employer: _____ Work Phone: (____) _____  |                              |
| Address of Employer: _____ City _____ State: _____ Zip _____   |                              |
| Insurance Company _____ Grp # _____ ID# _____  |                              |
| Ins. Co. Address: _____ Ins. Co. Phone: _____  |                              |

## **UCF COMMUNICATION DISORDERS CLINIC DRIVING DIRECTIONS**

The University of Central Florida's Communication Disorders Clinic is located in the Central Florida Research Park in the Innovative Center at 3280 Progress Drive, Orlando, FL 32826.

### **From Winter Park**

Take University Boulevard east to Alafaya Trail, then right (south) to Research Parkway. Turn left (east) at Bank of America, entering Central Florida Research Park. Turn left onto Progress Drive, you will see a Tropical Smoothie sign on the corner. If you pass through the light at Technology Parkway you will have gone too far. The Innovative Center will be on the left side, just at the entry to the round-about.

### **From Orlando – Using SR 50**

Take Colonial Drive (State Road 50) east to Alafaya Trail. Turn left (north) onto Alafaya Trail. At the third traffic light (Bank of America's on the corner), turn right (east) on Research Parkway, entering Central Florida Research Park. Turn left onto Progress Drive, you will see a Tropical Smoothie sign on the corner. If you pass through the light at Technology Parkway you will have gone too far. The Innovative Center will be on the left side, just at the entry to the round-about.

### **From Orlando – Using East-West Expressway**

Take the East-West Expressway east. Do not exit to the left where there is a sign indicating that you should go left to UCF but continue on the expressway until you reach the Alafaya Trail exit. After exiting, turn left (north) on Alafaya Trail. After crossing Colonial Drive (State Road 50), proceed to the third traffic light (Bank of America's on the corner), turn right (east) on Research Parkway, entering Central Florida Research Park. Turn left onto Progress Drive, you will see a Tropical Smoothie sign on the corner. If you pass through the light at Technology Parkway you will have gone too far. The Innovative Center will be on the left side, just at the entry to the round-about.

### **From North of Orlando**

Take the toll road SR-417 South to University Boulevard East (exit 37) towards UCF. Turn right onto SR-434S (Alafaya Trail) in approximately 2.7 miles. From SR-434S you will turn left onto Research Parkway in approximately 0.7 miles, there will be a Bank of America on the corner. Turn left onto Progress Drive, you will see a Tropical Smoothie sign on the corner. If you pass through the light at Technology Parkway you will have gone too far. The Innovative Center will be on the left side, just at the entry to the round-about.

### **From South of Orlando**

Take the Florida Turnpike North or I-4 east to toll road SR-417 North (towards Orlando/Sanford). Merge onto toll road SR-408 East (exit 33a, towards Titusville). Take the Alafaya Trail exit (number 21). After crossing Colonial Drive (State Road 50), proceed to the third traffic light (Bank of America's on the corner), turn right (east) on Research Parkway, entering Central Florida Research Park. Turn left onto Progress Drive, you will see a Tropical Smoothie sign on the corner. If you pass through the light at Technology Parkway you will have gone too far. The Innovative Center will be on the left side, just at the entry to the round-about.

If you would prefer to use Map Quest for directions, our address is:  
3280 Progress Drive, Suite 500, Orlando, FL 32826  
Phone: 407-882-0468



## Communication Disorders Clinic

### **AUTHORIZATION TO VIDEO TAPE, AUDIO TAPE, PHOTOGRAPH AND/OR OBSERVE**

The University of Central Florida's Communication Disorders Program, in addition to providing services to the Central Florida community, functions as a training clinic for graduate students in the Communication Disorders Program. The Florida Alliance for Assistive Services and Technology (FAAST) also provides similar training and supervision in conjunction with the University Communication Disorders program. Because of this, you may encounter certain situations in the clinic that you might not be exposed to in another treatment setting.

In order for the student clinician to receive thorough supervision, it may be necessary for the clinician to tape (Audiotape and Videotape) the sessions. In addition, there is a one-way mirror in each therapy room, and an observation room adjoining. From time to time, the student clinician's session may be observed by the supervisor or by other student clinicians. At times, video and audio tape(s) may be used for educational purposes.

A fully qualified professional supervises each client's program at the Clinic. Graduate Students may be assigned to work with certain clients. A qualified faculty member, however, will be responsible for the professional services. This professional will supervise, counsel and direct the clinical activities.

*In hereby authorize clinical personnel from the [ ] Communication Disorders Clinic and/or [ ] FAAST to video tape, audio tape, photograph, and/or observe clinical sessions for:*

\_\_\_\_\_  
*(Client's name)*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
Signature of Parent/Guardian



**PERMISSION TO RELEASE INFORMATION**

I hereby grant the Communication Disorders Clinic of the University of Central Florida permission to release information from the records of \_\_\_\_\_ to FFAST and the agencies listed below. (Client's name)

Send to:

FFAST, Florida Alliance for Assistive Services and Technology  
325 John Knox Road, Building 400, Suite 402 · Tallahassee, Florida 32303

Solely for the purposes of evaluating the services provided by the FFAST Regional Demonstration Center  
[ ] (Parent/Guardian initial here)

Send to:

Agency/Business Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Agency/Business Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Agency/Business Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Agency/Business Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Client

\_\_\_\_\_  
Signature of Parent/Guardian



## **PATIENT CONSENT TO THE USE AND DISCLOSURE OF HEALTH INFORMATION FOR TREATMENT, PAYMENT OR HEALTHCARE OPERATIONS**

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I understand that as part of my healthcare, this organization originates and maintains health records describing my health history, symptoms, examination and test results, diagnoses, treatment and any plans for future care or treatment. I understand that this information serves as:

- A basis for planning my care and treatment
- A means of communication among the many health professional who contribute to my care
- A source of information for applying my diagnosis and surgical information to my bill
- A means by which a third-party payer can verify that services billed were actually provided
- And a tool for routine healthcare operations such as assessing quality and reviewing the competence of healthcare professionals

I understand and have been provided with a Notice of Information Practices that provides a more complete description of information uses and disclosures. I understand that I have the right to review the notice prior to signing this consent. I understand that the organization reserves the right to change their notice and practices and prior to implementation will post information of this change. I understand that I have the right to request restrictions as to how my health information may be used or disclosed to carry out treatment, payment or healthcare operations and that the organization is not required to agree to the restrictions requested. I understand that I may revoke this consent in writing, except to the extent that the organization has already taken action in reliance thereon.

I authorize UCF Communication Disorders Clinic to use or disclose to UCF Foundation for purposes of fundraising for the benefit of UCF Communication Disorders Clinic the following: my name, address, phone number, date of birth, gender, the outcome of care, health insurance status and the service dates. I understand when I receive such fundraising communication, I have a right to opt-out of receiving future fundraising communications.

I authorize UCF Communication Disorders Clinic to use an automated telephone system and/or email and to use my name, address and phone number; the name of my scheduled treating physician; and the time of my scheduled appointment(s), for the limited purpose of contacting me to notify me of a pending appointment or other healthcare-related communication. I also authorize Communication Disorders Clinic to disclose to third parties who answer my phone limited protected health information regarding pending appointments, and to leave a reminder message on my voicemail system or answering machine.

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Signature of Patient or Personal Representative

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Date

---

Printed Name of Patient or Personal Representative



**General Medical Records Request**

Please complete the following information:

Patient Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

SSN: \_\_\_\_\_ Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Provider/Entity to Release Records**

Practice/Group Name: \_\_\_\_\_

Treating Provider(s): \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

I authorize the custodian of records of the above named provider(s) or other person/entity (specifically described) to disclose/release the following information (check all applicable):

- |  |   |
|--|---|
| <input type="checkbox"/> All records (Diagnosis and Treatment) | <input type="checkbox"/> Abstract/Summary (Diagnosis and Treatment) |
| <input type="checkbox"/> Laboratory/pathology records          | <input type="checkbox"/> Pharmacy/prescription records              |
| <input type="checkbox"/> X-ray/radiology records               | <input type="checkbox"/> Other (describe specifically)              |

These records are for services provided on the following date(s): \_\_\_\_\_

Please send the records listed above to:

**UCF Communication Disorders Clinic (Attn:  
Medical Records)**  
3280 Progress Dr, Suite 500, Orlando, FL 32826  
407-882-0468 Fax: 407-882-0483

This authorization shall expire no later than: \_\_\_\_/\_\_\_\_/\_\_\_\_ or upon the following event \_\_\_\_\_ (whichever is sooner) and may not be valid for greater than one year from the date of signature for Florida medical records. I understand that after the custodian of records discloses my health information, it may no longer be protected by federal privacy laws. I further understand that this authorization is voluntary and that I may refuse to sign this authorization. My refusal to sign will not affect my ability to obtain treatment; receive payment; or eligibility for benefits unless allowed by law. By signing below I represent and warrant that I have authority to sign this document and authorize the use or disclosure of protected health information and that there are no claims or orders pending or in effect that would prohibit, limit, or otherwise restrict my ability to authorize the use or disclosure of this protected health information.

\_\_\_\_\_  
Signature of patient or personal representative

\_\_\_\_\_  
Printed name

\_\_\_\_\_  
Date

*You have the right to revoke this authorization, except to the extent the custodian of records has relied on it, by sending your written request to the Privacy Liaison, 3280 Progress Dr, Suite 500 Orlando, FL 32826.*



## **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.

### **WHO WILL FOLLOW THIS NOTICE**

This notice describes our Communication Disorders Clinic's practices and that of:

- Any health care professional authorized to enter information into your Clinic chart.
- All departments of the Communication Disorders Clinic.
- All employees, staff and other Clinic personnel
- In addition, Business Associates of the Communication Disorders Clinic may share medical information with each other for treatment, payment or Clinic operations purposes described in this notice.

### **OUR PLEDGE REGARDING MEDICAL INFORMATION**

We understand that medical information about you and your health is personal. We are committed to protecting medical information about you. We create a record of the care and services you receive at the Communication Disorders Clinic. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records of your care generated by the Communication Disorders Clinic, whether made by Communication Disorders Clinic personnel or your personal doctor. Your personal doctor may have different policies or notices regarding the doctor's use and disclosure of your medical information created in the doctor's office or clinic.

We are required by law to:

- Make sure that medical information that identifies you is kept private;
- Give you this notice of our legal duties and privacy practices with respect to medical information about you; and
- Follow the terms of the notice that is currently in effect.

### **HOW WE MAY USE AND DISCLOSE MEDICAL INFORMATION ABOUT YOU:**

The following categories describe different ways that we use and disclose medical information. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories.

#### **For Treatment**

We may use medical information about you to provide you with medical treatment or services. We may disclose medical information about you to doctors, nurses, technicians or other Communication Disorders Clinic personnel who are involved in taking care of you at the Communication Disorders Clinic. Different departments of the Communication Disorders Clinic also may share medical information about you in order to coordinate the different things you need, such as prescriptions, lab work and x-rays. We also may disclose medical information about you to people outside the Communication Disorders Clinic who may be involved in your medical care after you leave the Communication Disorders Clinic in the case of referrals or hospital transfers.

### **For Payment**

We may use and disclose medical information about you so that the treatment and services you receive at the Communication Disorders Clinic may be billed to and payment may be collected from you, an insurance company or a third party. We may also tell your health plan about a treatment you are going to receive to obtain prior approval or to determine whether your plan will cover the treatment.

### **For Health Care Operations**

We may use and disclose medical information about you for Communication Disorders Clinic operations. These uses and disclosures are necessary to run the Communication Disorders Clinic and make sure that all of our patients receive quality care. For example, we may use medical information to review our treatment and services and to evaluate the performance of our staff in caring for you. We may also combine medical information about many Communication Disorders Clinic patients to decide what additional services we should offer, what services are not needed and whether certain new treatments are effective. We may also disclose information to doctors, nurses, technicians and other Communication Disorders Clinic personnel for review and learning purposes. We may also combine the medical information we have with medical information from other Communication Disorders Clinics to compare how we are doing and see where we can make improvements in the care and services we offer. We may remove information that identifies you from this set of medical information so others may use it without learning who the specific patients are.

### **Appointment Reminders**

We may use and disclose medical information to contact you as a reminder that you have an appointment for treatment at the Communication Disorders Clinic.

### **Treatment Alternatives**

We may use and disclose medical information to tell you about or recommend possible treatment options or alternatives that may be of interest to you.

### **Health-Related Benefits and Services**

We may use and disclose medical information to tell you about health-related benefits or services that may be of interest to you.

### **Individuals Involved in Your Care or Payment for Your Care**

We may release medical information about you to a friend or family member who is involved in your medical care. We may also give information to someone who helps pay for your care. In addition, we may disclose medical information about you to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location.

### **As Required By Law**

We will disclose medical information about you when required to do so by federal, state or local law.

### **To Avert a Serious Threat to Health or Safety**

We may use and disclose medical information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat.

### **Public Health Risks**

We may disclose medical information about you for public health activities. These activities generally include the following:

- To prevent or control disease, injury or disability;
- To report reactions to medications or problems with products;
- To notify people of recalls of products they may be using;
- To notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition;
- To notify the appropriate government authority if we believe a patient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

### **Health Oversight Activities**

We may disclose medical information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, inspections and licensure.

### **Fundraising**

We may use or disclose your information for fundraising campaigns, programs and events to benefit UCF Communication Disorders Clinic. We may use or disclose your information, such as your name, address, phone number, date of birth, gender, the outcome of your care, health insurance status and the dates you received services at UCF Communication Disorders Clinic, for fundraising efforts. We may contact you about fundraising and you may opt-out of receiving fundraising communications in the future by contacting us at [insert phone number].

### **Lawsuits and Disputes**

If you are involved in a lawsuit or a dispute, we may disclose medical information about you in response to a court or administrative order. We may also disclose medical information about you in response to a subpoena, discovery request or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information released.

### **Law Enforcement**

We may release medical information if asked to do so by a law enforcement official:

- In response to a court order, subpoena, warrant, summons or similar process;
- To identify or locate a suspect, fugitive, material witness or missing person;
- About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
- About a death we believe may be the result of criminal conduct;
- About criminal conduct at the Student Health Center; and
- In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.

## **YOUR RIGHTS REGARDING MEDICAL INFORMATION ABOUT YOU**

You have the following rights regarding medical information we maintain about you:

### **Right to Inspect and Copy**

You have the right to inspect and copy medical information that may be used to make decisions about your care. Usually, this includes medical and billing records, but does not include psychotherapy notes. To inspect and copy medical information that may be used to make decisions about you, you must submit your request, in writing, to the Communication Disorders Clinic Medical Records department.

### **Right to Amend**

If you feel that medical information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for the Communication Disorders Clinic. To request an amendment, your request must be made, in writing, and submitted to the Communication Disorders Clinic Privacy Compliance Officer. In addition, you must provide a reason that supports your request.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the medical information kept by Communication Disorders Clinic;
- Is not part of the information which you would be permitted to inspect and copy; or
- Is accurate and complete.

### **Right to an Accounting of Disclosures**

You have the right to request an "accounting of disclosures." This is a list of the disclosures we made of medical information about you.

To request this list or accounting of disclosures, you must submit your request in writing to the Communication Disorders Clinic Privacy Compliance Officer. Your request must state a time period, which may not be longer than six years and may not include dates before April 1, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically).

### **Right to Request Restrictions**

You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the medical information we disclose about you to someone who is involved in your care or the payment for your care, like a family member or friend.

*We are not required to agree to your request.* If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment. To request restrictions, you must make your request in writing, to the Communication Disorders Clinic Privacy Compliance Officer. In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply.

### **Right to Request Confidential Communications**

You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. To request confidential communications, you must make your request, in writing, to the Communication Disorders Clinic Privacy Compliance Officer. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

### **Right to Paper Copy of This Notice**

You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. You may obtain a copy of this notice at our website, [www.shs.ucf.edu](http://www.shs.ucf.edu). To obtain a paper copy of this notice, go to the Communication Disorders Clinic at 3280 Progress Drive, Suite 500, Orlando, FL 32826.

## **CHANGES TO THIS NOTICE**

We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. We will post a copy of the current notice in the Communication Disorders Clinic. The notice will contain on the first page, in the top right-hand corner, the effective date.

## **COMPLAINTS**

If you believe your privacy rights have been violated, you may file a complaint with the Communication Disorders Clinic. To file a complaint with the Communication Disorders Clinic, contact Dr. Charlotte Harvey, Privacy Compliance Officer, Communication Disorders Clinic, 3280 Progress Drive, Suite 500, Orlando, FL 32826. All complaints must be submitted in writing.

You will not be penalized for filing a complaint.

## **OTHER USES OF MEDICAL INFORMATION**

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose medical information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission and that we are required to retain our records of the care that we provided to you.