



Communication Disorders Clinic

To whom it may concern:

Thank you for your interest in the University of Central Florida's Communication Disorders Clinic. Enclosed is a voice case history form for speech and language services. Please complete and return the forms to our office as soon as possible. Include any additional information or copies of records regarding any previous evaluation or services.

Please have an instrumental examination called stroboscoped laryngoscopy completed and the results attached to this form.

When we receive your completed case history from your name will be placed on our waiting list. Your position on this list is determined by the date that we receive on the form.

Our staff will contact you to schedule your first appointment. If you have any questions, please contact us.

Very truly yours,

Jane Hostetler, M.S., CCC/SLP
Clinical Educator



Voice Case History

Name: _____

Date: _____

Address: _____

Phone: _____

City

State

Zip

May we communicate via email? If yes please notate email address: _____

Date of Birth: _____

Occupation/School Name: _____

A. STATE OF THE PROBLEM

1. When did you first notice a problem with the voice?

During the last week _____

During the last month _____

Two months ago _____

Three months ago _____

If over three months, how long _____

Describe how the voice sounded.

2. Has the voice gotten better or worse since the problem began? Explain.

3. What do you think caused the original problem?

4. During a typical day, what times or activities make the voice better or worse?

	Better	Worse	N/A
Weekends			
Mornings			
Work			
Relaxation			
Exercise			

Other: _____

5. At present, how does the voice sound?

B. SOURCES OF VOCAL ABUSE

How often are the following characteristics exhibited? (Please note from 0 – 5)

0 _____ 1 _____ 2 _____ 3 _____ 4 _____ 5 _____
 Never Each Week 2-3 times a week Once a day Several times day Almost all day

- _____ Yelling
- _____ Constant talking
- _____ Loud talking
- _____ Vocal strain to project (acting, singing, etc.)
- _____ Throat clearing
- _____ Coughing
- _____ Shallow breathing
- _____ Talk in a pitch that is too high or too low
- _____ Tenses voice during work, play or exercise
- _____ Over-enthusiastic or excited talking
- _____ Make animal sounds
- _____ Participate in exhausting activities
- _____ Physically lift or strain (including use of Nautilus)
- _____ Do not eat a balanced meal
- _____ Fatigue due to little sleep
- _____ Work or live in a dry/arid environment
- _____ Cry
- _____ Have unresolved emotional conflicts
- _____ Have emotional pressures that focus on throat tension
- _____ Smoke

C. MEDICAL HISTORY

1. Please list any major illnesses (past or present).

2. Please check, if applicable.

	Date
Heart attack _____	_____
Surgery _____	_____
Stroke _____	_____
Other _____	_____

3. Please list any medications that are currently being taken.

4. Have you ever been diagnosed with a voice problem?

Yes _____ No _____

If yes, please fill in the following information.

- a. Date diagnosed ____/____/____
b. By whom _____

5. What was the condition of the vocal cords?

	Condition	Date
Edema (swollen vocal tissue)	_____	_____
Modules	_____	_____
Granulomas	_____	_____
Normal	_____	_____
Contact Ulcers	_____	_____
Carcinoma	_____	_____
Other (list)	_____	_____

6. Has the problem ever been treated? Yes _____ No _____

If yes,

By whom _____
Dates: _____

7. Why type of treatment was administered? (i.e., surgery, therapy, medication).

8. What was the outcome of treatment?

Name _____ Date _____ Follow-up # _____

Voice Handicap Index (VHI)
(Jacobson, Johnson, Grywalski, *et al.*)

Instructions: These are statements that many people have used to describe their voices and the effects of their voices on their lives. Check the response that indicates how frequently you have the same experience.

(Never = 0 points; Almost Never = 1 point; Sometimes = 2 points; Almost Always = 3 points; Always = 4 points)

	Never	Almost Never	Sometimes	Almost Always	Always
F1. My voice makes it difficult for people to hear me.					
P2. I run out of air when I talk					
F3. People have difficulty understanding me in a noisy room					
P4. The sound of my voice varies throughout the day.					
F5. My family has difficulty hearing me when I call them throughout the house.					
F6. I use the phone less often than I would like.					
E7. I'm tense when talking with others because of my voice.					
F8. I tend to avoid groups of people because of my voice.					
E9. People seem irritated with my voice.					
P10. People ask, "What's wrong with your voice?"					
F11. I speak with friends, neighbors, or relatives less often because of my voice.					
F12. People ask me to repeat myself when speaking face-to-face.					
P13. My voice sounds creaky and dry.					

	Never	Almost Never	Sometimes	Almost Always	Always
P 14. I feel as though I have to strain to produce voice					
E15. I find other people don't understand my voice problem.					
F16. My voice difficulties restrict my personal and social life.					
P17. The clarity of my voice is unpredictable.					
P18. I try to change my voice to sound different.					
F19. I feel left out of conversations because of my voice.					
P20. I use a great deal of effort to speak.					
P21. My voice is worse in the evening.					
F22. My voice problem causes me to lose income.					
E23. My voice problem upsets me.					
E24. I am less out-going because of my voice problem.					
E25. My voice makes me feel handicapped.					
P26. My voice "gives out" on me in the middle of speaking.					
E27. I feel annoyed when people ask me to repeat.					
E28. I feel embarrassed when people ask me to repeat.					
E29. My voice makes me feel incompetent.					
E30. I'm ashamed of my voice problem.					

Please circle the word that matches your voice today.

Normal

Mild

Moderate

Severe

P _____ **F** _____ **E** _____ **Total** _____

Vocal Disability Coping Questionnaire (VCDQ)

Name: _____ Date: _____

We are interested in how people respond when they have a problem with their voice. There are lots of ways to deal with these situations and circumstances. This questionnaire asks you to indicate what you do and feel. Obviously different events bring out different responses, but think what you usually do when the condition of your voice is unsatisfactory. A number of statements describing possible responses are listed below. Indicate by circling the appropriate number how often the statement describes what you do or feel.

	Never/	Almost	Never/	Sometimes/	Quite Often/	Very Often/	Always
	0	1	2	3	4	5	
1. It helps me to cope with my voice problem if other people are sympathetic.	0	1	2	3	4	5	
2. I try to avoid situations where my voice problem would become evident.	0	1	2	3	4	5	
3. I find myself wishing that I never had a voice problem.	0	1	2	3	4	5	
4. I try to find as much information as possible about my voice problem.	0	1	2	3	4	5	
5. I find it easier to cope with my voice problem by expressing my feelings outwardly.	0	1	2	3	4	5	
6. I find it easier to cope with my voice problem by telling myself not to think about it.	0	1	2	3	4	5	
7. I find talking with friends and family about my voice problem helpful.	0	1	2	3	4	5	
8. I find it easier to cope with my voice problem by finding out as much about it as I can.	0	1	2	3	4	5	
9. I keep any worries I may have about my voice problem to myself.	0	1	2	3	4	5	
10. I take the view that there is little I can do about my voice problem.	0	1	2	3	4	5	
11. I find it easier to live with my voice problem if I do not use my voice.	0	1	2	3	4	5	
12. Having a voice problem has helped me to find some important truth about my life.	0	1	2	3	4	5	
13. I find it easier to cope with my voice problem if I ask the doctor questions about it.	0	1	2	3	4	5	

14. I find it easier to cope with my voice problem by avoiding being with people in general.

Never/Almost Never/Sometimes/Quite Often/Very Often/Always
0 1 2 3 4 5

15. I find it easier to cope with my voice problem by wishing that it would go away or somehow be over with.

0 1 2 3 4 5



Communication Disorders Clinic

SYMPTOM INDEX

Instructions: These are statements that many people have used to describe their voices and the effects of their voices on their lives. Please circle the response that indicates how frequently you have the same experience.

Within the last MONTH, how did the following problems affect you?

0 = No problem
5 = Severe problem

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	0	1	2	3	4	5
Difficulty swallowing food, liquids or pills	0	1	2	3	4	5
Coughing after eating 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
Sensations 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

Please check that you have answered all the questions



Communication Disorders Clinic

Section I:

Patient Information

Date _____

Name: _____ Prefer to be called: _____

Address: _____ City: _____ State: _____ Zip _____

Phone (____) _____ Work Phone (____) _____ Cell Phone (____) _____

The best time to contact me is: _____ ☐ A.M. ☐ P.M. on my ☐ Home phone ☐ Work phone ☐ Cell phone

Date of Birth: _____ Last 4 digits of SSN#: _____

Check Appropriate Box: ☐ Minor ☐ Single ☐ Married ☐ Widowed

If Student, Name of School _____ City/State _____ ☐ FT ☐ 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: _____

Section II

Responsible Party

Relationship to Patient: ☐ Self ☐ Spouse ☐ Parent ☐ Other _____

Name: _____

Address (if different from above): _____

City: _____ State: _____ Zip: _____ Phone: (____) _____

Employer _____ Work Phone (____) _____ Last 4-digits of SSN# _____

Section III

Insurance Information

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: _____

*****DO YOU HAVE ANY ADDITIONAL INSURANCE? ☐ Yes ☐ No IF YES, COMPLETE THE SECTION BELOW*****

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



**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



Communication Disorders Clinic

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 FAAST and the agencies listed below. (Client's name)

Send to:

FAAST, 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 FAAST 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

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.

Signature of Patient or Personal Representative

Date

Printed Name of Patient or Personal Representative



Communication Disorders Clinic

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):

- ☐ All records (Diagnosis and Treatment)
- ☐ Laboratory/pathology records
- ☐ X-ray/radiology records

- ☐ Abstract/Summary (Diagnosis and Treatment)
- ☐ Pharmacy/prescription records
- ☐ 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. 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.