



# Communication Disorders Clinic

UNIVERSITY OF CENTRAL FLORIDA

Dear Client/Guardian:

Thank you for your interest in an **Augmentative and Alternative Communication (AAC) assessment** at the UCF Communication Disorders Clinic. The UCF Communication Disorders Clinic provides AAC assessments to determine need for no-tech, mid-tech, and/or high-tech/dynamic devices used for communication. New clients (without history of AAC system use) typically participate in two 2-hour evaluation sessions. Streamlined AAC assessments may be recommended for individuals with history of and/or current use of a speech-generating device (SGD). AAC assessments may result in recommendation of a high-tech/dynamic SGDs with funding submission.

Individuals interested in information/assistance, demonstrations, and/or trainings for assistive technology (AT) equipment (i.e., vision, hearing, and fine/gross motor needs) should contact the Florida Alliance for Assistive Services and Technology (FAAST) Atlantic Region Demonstration Center (ARDC). The FAAST Center is open by appointment only. The FAAST Center can provide training and demonstrations for AAC equipment; however, all AAC assessments are conducted through the UCF Communication Disorders Clinic. **You do not need to complete this intake packet to obtain information/assistance from the FAAST Center.**

FAAST Center

Email: [atlanticrdc@faast.org](mailto:atlanticrdc@faast.org)

Phone: 407-823-4876

Please find the attached AAC Assessment Case History Packet for your completion. After you have completed the packet, please mail/fax back to us at:

**UCF Communication Disorders Clinic  
Attn: New Client Scheduling  
3280 Progress Dr, Suite 500,  
Orlando, FL 32826  
Phone: (407) 882-0468; Fax: (407) 904-8120**

Upon our receipt of the completed packet, we will verify the insurance benefits and provide you with information about your out of pocket responsibility. If we are not a provider of your insurance, we will be happy to recommend an alternative facility where you can obtain the services under the coverage of your insurance plan. You will be contacted regarding the next available appointment(s) for a diagnostic evaluation. When preparing for your first appointment, please remember to:

- Arrive 10 minutes early to sign off on all confidential documents
- Bring photo ID and insurance cards that you plan to use for covering rendered services Bring all original forms contained in this packet (if faxed prior to arrival)
- Bring all applicable medical records, reports from previous testing, and a copy of current Individual Education Plan (IEP)
- Bring current AAC system(s) if applicable (i.e., communication board/book, device, etc.)
- Ensure the current device, if applicable, is sufficiently charged to function during the evaluation.
- All fees for services are required at the time of the appointment (Fee, copayment or coinsurance).

If you have any questions, please feel free to contact us.

Very truly yours,

Debra Knox, M.S., CCC-SLP  
Clinic Director



## Augmentative and Alternative Communication (AAC) Adult Intake Form

### I. Identification

Name \_\_\_\_\_ Age \_\_\_\_\_ Birthdate \_\_\_\_\_

Primary Contact \_\_\_\_\_ Relationship to Individual \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_

Occupation \_\_\_\_\_ Employer: \_\_\_\_\_

Referred by \_\_\_\_\_ Address \_\_\_\_\_

Reason for Referral \_\_\_\_\_

Primary Insurance: \_\_\_\_\_

Policy Holder \_\_\_\_\_ Group # \_\_\_\_\_ ID Number \_\_\_\_\_

Secondary Insurance: \_\_\_\_\_

Policy Holder \_\_\_\_\_ Group # \_\_\_\_\_ ID Number \_\_\_\_\_

Primary Care Physician \_\_\_\_\_ Phone/Fax \_\_\_\_\_

**Are you interested in an augmentative and alternative communication (AAC) assessment to determine need for an AAC system/device? YES/NO**

**Are you interested in speech-language therapy services at the UCF Communication Disorders Clinic post assessment? YES/NO**

Additional Providers (i.e., physician, private therapists, day program, group home etc.)

Physician/Therapeutic Providers	Services Provided (OT, PT, ST, vocational, nursing.)	Frequency and Duration
<i>Example: ABC Therapy</i>	<i>ST, OT</i>	<i>ST 1x week/30 min; OT 1x week/30 min</i>

### II. Family/Caregiver Contact

Name/Relationship \_\_\_\_\_ Phone \_\_\_\_\_

Name/Relationship \_\_\_\_\_ Phone \_\_\_\_\_

Name/Relationship \_\_\_\_\_ Phone \_\_\_\_\_

Do you require assistance of a caregiver? (The UCF CSD Clinic requires persons in need of assistance in transferring or toileting assistance to have their caregiver on premises at all times.)

Name/Agency \_\_\_\_\_ Phone \_\_\_\_\_

Who provides your transportation to the clinic?

Name/Agency \_\_\_\_\_ Phone \_\_\_\_\_

What language(s) do you speak? \_\_\_\_\_

Need an interpreter? YES/NO

Is there a family history of speech, language, hearing, and/or other medical conditions?

If "yes" please explain.

\_\_\_\_\_

### III. Medical History

Medical Diagnoses/Medical Conditions:

\_\_\_\_\_

\_\_\_\_\_

Hospitalizations/Surgeries: \_\_\_\_\_

\_\_\_\_\_

Birth/Developmental Difficulties: \_\_\_\_\_

\_\_\_\_\_

Current Medications: \_\_\_\_\_

Has your swallowing/feeding been assessed? YES/NO Results? \_\_\_\_\_

Current Diet/Feeding Needs: \_\_\_\_\_

Has your vision been tested? YES/NO When/Where? \_\_\_\_\_ Results? \_\_\_\_\_

Do you wear glasses? YES/NO

Has your hearing been tested? YES/NO When/Where? \_\_\_\_\_ Results? \_\_\_\_\_

Do you wear hearing aid, use an FM system, or have a cochlear implant? YES/NO

Do you have difficulty sleeping? YES/NO

Do you use:

Alcohol? No Sometimes Often Daily Amount: \_\_\_\_\_

Unprescribed Drugs? No Sometimes Often Daily Amount: \_\_\_\_\_

Smoke/Vape? No Sometimes Often Daily Amount: \_\_\_\_\_

Check any diagnosed condition(s):

High Blood Pressure

Heart Attack

- Stroke
- Neurological Disorders (i.e., Parkinson's)
- Respiratory Difficulties
- Pneumonia
- Swallowing Disorders (i.e., Dysphagia)
- Paralysis/Motor Difficulties
- Psychological Trauma
- Mental Illness
- Articulation Difficulties (unintelligible speech)
- Difficulty understanding what people say
- Difficulty saying words sentences
- Difficulty reading and writing
- Stuttering
- Confused or difficulty thinking things through clearly
- Memory difficulty

- Brain Injury/Anoxia
  - Seizure Disorder
  - Vocal nodules/Polyps
  - Vocal Cord Paralysis
  - Visual Difficulties
  - Learning Disability (i.e., dyslexia)
  - Developmental Disability (i.e., autism)
- Check any symptoms you experience:
- Slowed or slurred speech
  - Voice (i.e., hoarse voice, breathy voice)
  - Difficulty swallowing/choking/coughing on foods/liquids
  - Difficulty with Gross Motor (standing/walking/sitting)
  - Difficulty with Fine Motor (grasping, writing, feeding self)
  - Difficulty Hearing

Describe current gross motor status (e.g., walks independently, controls head, uses assistive equipment/wheelchair, walker, trunk support, positioning supports, transportation/ambulation).

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Wheelchair/Adaptive Equipment Make and Model: \_\_\_\_\_

Describe current fine motor status (e.g., functional use of both hands, writes, isolates finger):

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Fine Motor Adaptive Equipment (e.g., wrist supports, writing tools, keyboards) :

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I have most control over movements of

- Eyes
- Head
- Right Hand

## VI. Educational/Vocational History

Check degree(s) earned:

- High School
- AA Degree/Some College
- BA/BS Degree
- Trade School/Certification(s)
- Master's Degree
- Doctoral Degree

Do you have educational/academic needs/literacy/difficulties? If yes, please explain.

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Do you have any vocational/job related difficulties? If yes, please explain.

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### IX. Speech-Language Information

Check area(s) of concern:

- |  |   |
|--|---|
| <input type="checkbox"/> Aphasia – difficulty thinking of or saying words/difficulty understanding words | <input type="checkbox"/> Dysarthria – slurred or unclear speech |
| <input type="checkbox"/> Apraxia   | <input type="checkbox"/> Executive Functioning                  |
| <input type="checkbox"/> Articulation/Speech Intelligibility   | <input type="checkbox"/> Fluency                                |
| <input type="checkbox"/> Auditory Processing   | <input type="checkbox"/> Language                               |
| <input type="checkbox"/> Augmentative and Alternative Communication (AAC)                                | <input type="checkbox"/> Memory                                 |
| <input type="checkbox"/> Aural Rehabilitation  | <input type="checkbox"/> Reading                                |
| <input type="checkbox"/> Cognition   | <input type="checkbox"/> Swallowing                             |
|  | <input type="checkbox"/> Traumatic Brain Injury (TBI)           |
|  | <input type="checkbox"/> Voice                                  |

What is your primary method(s) of communication?

- |  |   |
|--|---|
| <input type="checkbox"/> Eye Gaze                            | <input type="checkbox"/> Words/Phrases/Sentences        |
| <input type="checkbox"/> Physical Manipulation/Direct Action | <input type="checkbox"/> Photos/Pictures                |
| <input type="checkbox"/> Crying/Vocalizations/Grunting       | <input type="checkbox"/> Communication Board/Book       |
| <input type="checkbox"/> Pointing/Gestures                   | <input type="checkbox"/> Switches/Message Communicators |
| <input type="checkbox"/> Tangible Objects/Object Symbols     | <input type="checkbox"/> Mid-Tech AAC/device            |
| <input type="checkbox"/> Sign Language                       | <input type="checkbox"/> High-Tech AAC/device           |
| <input type="checkbox"/> Verbal Approximations               |   |

Can you:

- |  |   |
|--|---|
| <input type="checkbox"/> Understand Simple Directions        | <input type="checkbox"/> Identify Body Parts/Clothing |
| <input type="checkbox"/> Understand Names for People/Objects | <input type="checkbox"/> Answer Simple Questions      |
| <input type="checkbox"/> Follow Multi-Step Directions        | <input type="checkbox"/> Identify Object by Function  |
| <input type="checkbox"/> Identify Objects/Pictures           |   |

### X. Augmentative and Alternative Communication (AAC) System and Technology History

Does you have a **history of or currently use** an AAC system (communication board/book, AAC app, speech-generating device etc.)? YES/NO

If yes, please list names, access methods, grid size for **past** system(s):

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If yes, please list names, access methods, grid size for **current** system(s) and mode of funding (private, insurance, school):

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Please check all that apply related to current AAC system:

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Direct Manual Access | <input type="checkbox"/> Combines        | <input type="checkbox"/> Labels            |
| <input type="checkbox"/> Alternative Access   | Words/Buttons                            |  |
| (Circle: Eye                                  | <input type="checkbox"/> Navigates       | <input type="checkbox"/> Greets            |
| Gaze/Switch/                                  | Pages/Levels                             | <input type="checkbox"/> Answers Questions |
| Scanning/EMG/Joystick/                        | <input type="checkbox"/> Symbols         | <input type="checkbox"/> Asks Questions    |
| Headmouse)                                    | <input type="checkbox"/> Photos          | <input type="checkbox"/> Shares            |
| <input type="checkbox"/> Mounting System      | <input type="checkbox"/> Text/Keyboard   | Information/Retells                        |
| (Circle: Table                                | (QWERTY, ABC,                            | <input type="checkbox"/> Self-Advocates    |
| Mount/Wheelchair                              | Adapted Keyboard)                        | <input type="checkbox"/> Participates in   |
| Mount/Floor                                   | <input type="checkbox"/> Dynamic Display | Literacy Activities                        |
| Mount/Other)                                  | <input type="checkbox"/> Static Display  | <input type="checkbox"/> Programs Buttons  |
| <input type="checkbox"/> Keyguard             | <input type="checkbox"/> Requests        | <input type="checkbox"/> Other:            |
| <input type="checkbox"/> Single Words/Buttons | <input type="checkbox"/> Comments        | _____                                      |
|   | <input type="checkbox"/> Negates         | _____                                      |

Do you have any concerns with past/current systems? If yes, please explain.

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What other digital platforms do you use at home/school?

- |  |  |
|--|--|
| <input type="checkbox"/> Computer/Laptop (Windows, Mac, ChromeBook)  | <input type="checkbox"/> Educational Apps                |
| <input type="checkbox"/> iOS or Android Tablet                       | <input type="checkbox"/> Office/Google Doc Software      |
| <input type="checkbox"/> Virtual Assistant (Google Home, Alexa, Dot) | <input type="checkbox"/> Keyboard (QWERTY, ABC, Adapted) |
|  | <input type="checkbox"/> Gaming Console                  |
|  | <input type="checkbox"/> Mouse/Trackpad/Joystick         |

## **XII. Statement of Problem**

What is your main concern(s) and does it interfere with your life/academics/career?

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When did you first experience this problem and has it improved/gotten worse?

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Have you had previous speech, language, literacy, and/or hearing testing? If yes, please explain.

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Have you had a previous speech, language, literacy, and/or hearing treatment? If yes, please explain.

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How do you and other family members react to this problem? \_\_\_\_\_

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What information do you hope to gain from this evaluation, and what specific questions or areas do you wish to address? \_\_\_\_\_

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Indicate any support services/agencies for possible financial assistance:

Medicaid

Private Insurance

Medicare

Religious Organization

SSI

Service/Non-Profit Organization

Vocational Rehabilitation

Grant/Scholarship

**Client/Guardian Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## **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

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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.