



Dear Parent/Guardian:

Thank you for your interest in services provided at the UCF Communication Disorders Clinic. Per your request, please find the attached Speech-Language-Literacy 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, you will be contacted regarding the next available appointment for a diagnostic evaluation to determine eligibility for the reading program. When preparing for your child's 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)
- 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,

A handwritten signature in black ink, appearing to read "Debra Knox", is positioned below the text "Very truly yours,".

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



CHILD CASE HISTORY FORM

I. Identification

Name _____ Age _____ Birthdate _____

Address _____

City _____ Zip _____ Phone _____

May we contact you via email, if yes please list your email below:

School _____

Referred by _____ Address _____

Reason for Referral _____

Physician _____ Phone _____

Other doctors (dentists /orthodontists/ psychologists) that provide care to this child

Name	Specialty	City
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Have you received services through any of the following agencies, past or present?

- UCF - CARD (Center for Autism and Related Disabilities)
- UCP (United Cerebral Palsy) of Florida
- CMS (Children's Medical Services)
- Early Steps/SHINE/Howard Phillips Center for Children & Families ☐ Florida Vocational Rehabilitation
- BSCIP (Brain & Spinal Cord Injury Program)
- Orlando Day Nursery



Communication Disorders Clinic

II. Family

Mother _____ Age _____ Occupation _____

History of Speech, Language, or Hearing Problems Yes _____ No _____

If "yes" please explain. _____

Father _____ Age _____ Occupation _____

History of Speech, Language, or Hearing Problems Yes _____ No _____

If "yes" please explain. _____

List names and ages of brothers and sisters:

_____ Age _____

_____ Age _____

_____ Age _____

Is there a family history of any of the following?

Family Member	Family Member
Hearing loss _____	Cleft palate _____
Speech problem _____	Seizure disorder _____
Prematurity _____	Mental illness _____
Blindness _____	Alcoholism _____
Malformation of the head, neck, or ears _____	Delayed motor development _____

Child living with both parents _____ If no, whom does child live with _____ Have there been any of the following major changes in the family during the last year?

_____ change of address _____ accident or illness _____ divorce/ marriage
_____ parent separation _____ death of a family member _____ birth/ adoption

Does anyone in the home smoke? Yes _____ No _____

III. Birth History

Mother's health during pregnancy (note special conditions such as mumps, German measles, x-rays, serious accidents, etc.) _____



Anything unusual about the condition of the infant at birth: Blue Baby___ Lack of Oxygen___
 Convulsions___ Rh Problems___ Breathing Difficulties___ Head Injuries___
 Other (describe) _____
 Length of pregnancy_____ Birth weight of infant_____

IV. Developmental History

Has your child had any feeding difficulties? Check each item that applies.

- _____ Sucking or nursing
- _____ Excessive length of time to drink bottle
- _____ Regurgitation of liquids or solids through the nose
- _____ Difficulty chewing or swallowing meats
- _____ Choking and/or gagging

Does your child choke while eating? _____ Yes _____ No

If "yes," on what foods? _____

Is your child a picky eater? _____ Yes _____ No

If "yes," what foods does s/he prefer? _____

Describe any feeding problems your baby experienced during the first three months of life.

Does your child drool more than other children his/her age? _____ Yes _____ No

Did your child have difficulty gaining weight as an infant? _____ Yes _____ No

Describe any early abnormalities of response to light, sound and movement

At approximately what age did your child achieve the following motor milestones?

- | | | |
|-----------------------|----------------------|------------------------|
| Head support _____ | Reach & grasp _____ | Sitting alone _____ |
| Crawling _____ | Standing alone _____ | Walking alone _____ |
| Climbing stairs _____ | Finger food _____ | Eat with a spoon _____ |
| Potty trained _____ | Undresses self _____ | |

Child's coordination: Normal? _____ Fair? _____ Poor? _____

Right or left handed? _____

At what age did handedness develop? _____



Did anyone try to influence handedness? (describe) _____

Any abnormalities in early physical development? _____

V. Medical History

Childhood illnesses and injuries: List illness, age, temperature of fever, after-effects (if any)

Ear infections _____

Ear-drainage _____

Pneumonia _____

Convulsions _____

Measles _____

Chickenpox _____

Frequent colds _____

Bronchitis _____

Allergies _____

Asthma _____

Enlarged adenoids _____

Tonsillitis _____

Concussions _____

Serious Injuries _____

Other (describe) _____

Operations (describe) _____

If your child has had fevers, how long do they last? _____

Check any of the following drugs that your child has taken: Quinine____ Streptomycin____

Nicotine____ Frequent aspirin _____ Neomycin _____

Child's present health _____

Has the child had an eye examination? _____ When? _____ By whom? _____

Name any medicines the child is currently taking: _____

VI. Play Behaviors



Which of the following describes the type of play your child likes to engage in the most often?

- putting toys in mouth banging toys together throwing toys
- shaking toys pushing/pulling toys appropriate use of objects
- uses one object for another acting out familiar routines role-playing
- make believe play games with rules rough and tumble play
- looking at books

What is the average length of time your child can stay playing at one activity? _____

What activities seem to hold your child's attention for the longest period of time? _____

Which activities seem to hold your child's attention for the shortest period of time? _____

Is your child's play easily distracted by any of the following?

- Visual stimuli (i.e. other toys or objects)
- Auditory stimuli (i.e. voices, sounds outside, the TV)
- Nearby activities
- Other people in the room

Whom does your child prefer to play with?

- mother father brother/sister self other child other adult

VII. Personality

What are the child's chief interests? _____

How often does the child exhibit the following characteristics: (often, sometimes, never)

- | | |
|-------------------------|---------------------------|
| nervous _____ | day dreaming _____ |
| sleeping problems _____ | shyness _____ |
| bed wetting _____ | aggressive _____ |
| thumb sucking _____ | inferiority complex _____ |
| nightmares _____ | jealousy _____ |
| nail biting _____ | fearful _____ |



Communication Disorders Clinic

destructive _____ showing off _____
 temper tantrums _____ quiet _____

co-operative _____ selfish _____
 eating problems _____ leadership _____
 happiness _____ friendliness w/ adults _____
 stealing _____ friendliness w/ children _____
 explosive behavior _____ unusual fears (describe) _____

Describe any discipline problems you have with your child. _____

What problems does the child have, if any, in school? _____

VIII. Educational History

Preschool

Educational Setting	Location/School	Teacher(s)
Child Care facility		
Early Childhood Classes		
Birth to 3 Program		

How often does your child attend classes?

_____ daily _____ 4 times per week _____ 3 times per week
 _____ 2 times per week _____ ½ days _____ full day

Does your child's developmental performance seem to interfere with his/her school performance? ___ Yes ___ No

Have teachers expressed any concerns about your child's learning behavior? ___ Yes ___ No
 If so please describe. _____

School Age

School: _____ Grade: _____ Principal: _____
 Teacher(s): _____ Speech/ Language Clinician: _____



Type of classroom: Traditional Open Transdisciplinary Other: _____

What are your child's average grades?

Subject	Grade
Math	
Reading	
Spelling/Writing	
Science	
Social Studies	
Other subjects	

Did your child fail any grades? _____ Did your child skip any grades? _____

Did your child attend preschool/ nursery school? ___ Age? ___ Kindergarten? ___ Age? ___

Is your child frequently absent from school? _____ If so, Why? _____

How does your child feel about school and his or her teacher(s)? _____

Does your child receive special reading or language arts services? ___ If so, please explain:

Does your child exhibit any learning style preference? visual auditory both

If "yes," please explain. _____

Literacy

Is your child reading on grade level? ___ Yes ___ No

If not, check the areas in which you believe your child is having difficulty:

___ Early reading skills (rhyming, etc.) ___ Sounding out unfamiliar words

___ Recognizing sight words ___ Reading quickly and smoothly

___ Understanding what he/she reads ___ Spelling ___ Writing sentences or stories

Does your child enjoy reading? ___ Yes ___ No

Does your child read at home? ___ Yes ___ No

Does he or she enjoy listening to stories? ___ Yes ___ No

If given the choice, would your child prefer to read independently or with you?



How does your child feel when reading out loud, either at home or at school?

What does your child do when he or she comes to a difficult word?

What does your child do if what they are reading does not make sense?

If your child struggles with reading, spelling, or writing, please describe the problem in your own words:

IX. Speech History

What languages are spoken at home? _____

Which are spoken by the child? _____

Which are understood by the child? _____

Indicate when your child first demonstrated the following.

Age	Behavior	Age	Behavior
_____	cooing, pleasure sounds	_____	single words
_____	babbling (ba-ba, da-da, etc)	_____	phrases (go bye-bye, more juice)
_____	jargon (talking own special language)	_____	short sentences

What is the primary method(s) your child uses for letting you know what s/he wants?

- | | | |
|--------------------------|-----------------------------|-----------------------------|
| _____ looking at objects | _____ pointing at objects | _____ gestures |
| _____ crying | _____ vocalizing/ grunting | _____ physical manipulation |
| _____ single words | _____ 2-3 word combinations | _____ sentences |

Which of the following best describes your child's speech?

- _____ easy to understand
- _____ difficult for parents to understand
- _____ difficult for others to understand
- _____ almost never understood by others
- _____ different from other children of the same age



Which of the following best describes your child's reaction to his/her speech?

- is easily frustrated when not understood
- does not seem aware of speech/ communication problem
- has been teased about his/her speech
- tries to say sounds or words more clearly when asked
- is successful in saying sounds or words more clearly when s/he tries

Does your child have difficulty producing certain sounds? Yes No

If "yes," which ones? _____

Does your child hesitate and/or repeat sounds or words? Yes No

Does your child "get stuck" when attempting to say a word? Yes No

Do you have concerns about your child's voice? Yes No

Which of the following do you think your child understands?

- his/her own name
- names of body parts
- family names
- names of objects
- simple directions
- complex directions
- conversational speech

What is the parents' reaction to child's speech? _____

What is the child's attitude toward own speech? _____

When was speech difficulty first noticed? _____

By whom? _____

Describe the child's present speech _____

What changes have you noticed in the child's speech since the difficulty was first noticed?

X. Hearing

Describe any hearing difficulties _____



Communication Disorders Clinic

Has child had hearing tested? _____ When? _____ By whom? _____

Does the child have a hearing aid? _____ Does s/he use it? _____

Listening Habits:

Ability to hear on the telephone _____ ear used _____

Radio/stereo/TV _____

Ability to hear in groups _____

Ability to understand in quiet _____

Ability to understand in noise _____

Ability to locate direction of sounds _____

XI. Previous Speech Treatment

Has your child received speech treatment? _____ How long? _____ By whom? _____

Results _____

XII. Statement of Problem

Please state in your own words what you think the child's problem is, and what you think might have caused it. _____

When did you first notice the problem? _____

Whom did you first tell about this problem? _____

What was this person's response? _____

What is your child's awareness of/ reaction to this problem? _____

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

Parent/Guardian Signature: _____ **Date:** _____



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: _____



Communication Disorders Clinic

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



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

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



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: _____

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) Abstract/Summary (Diagnosis and Treatment)

Laboratory/pathology records Pharmacy/prescription records

X-ray/radiology 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: 407-904-8120

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.



Communication Disorders Clinic

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.

Notice of Privacy Practices Detailed 11/1/2016

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.



Communication Disorders Clinic

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.



Communication Disorders Clinic

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.