

EAR - Patient Solicitation/Marketing Policy

This office abides by the Office of the Inspector General of the US Dept. of Health and Human Services and will not give patient items that exceed \$10 in value at one time or more than \$50 annually.

We will not contact potential customers by phone unless the potential patient has given written permission to the provider to make contact by phone. If telephone contact is necessary regarding the furnishing of an item or service it will be completed within a 15 month period preceding the date on which the item or service was provided.

The law allows us to send written communication to you about treatment and healthcare operations including products and services we offer. This is a normal part of provider-patient relationship and no permission is required for us to do so. However, communications that are sponsored or reimbursed by a third party whose hearing health care products services or therapies, including hearing devices, that are mailed to you, must be authorized by you. You have the right to revoke the authorization in writing at any time. Our office will not condition treatment on whether you authorized these communications.

As a provider we may participate in public events (health fairs) and mass mailings to patients/potential clients to inform them about new products or services. Once a patient/client contacts us, we may follow up in order to clarify and appointment time or assess satisfaction with a service or item received.

Physicians providing and order for a service, will receive a report of the findings and recommendations. Client data will not be shared with any other allied health provider or family member without specific permission.