

QUESTIONS AND COMPLAINTS

If you have any questions about this notice or if you think that we may have violated your privacy rights, please contact us. You may also submit a written complaint to the U.S. Department of Health and Human Services. You may contact us to submit a complaint or submit requests involving any of your rights in Section 4 of this notice by writing to the following address:

Shore Fun Pediatrics
14 Doctors Circle, Suite 3
Supply, NC 28462
(910) 754-7075

We will provide you with the address to file your complaint with the U.S. Department of Health and Human Services. We will not retaliate in any way if you choose to file a complaint.

THERE IS A CHARGE FOR MEDICAL RECORDS WHEN PARENTS REQUEST A COPY FOR PERSONAL REASONS OR IF THEY ARE TRANSFERRING THEIR CHILD FROM SHORE FUN PEDIATRICS. HEALTHPORT HAS BEEN CONTRACTED TO PROVIDE THIS SERVICE AND WILL INVOICE YOU DIRECTLY. PLEASE DIRECT QUESTIONS TO 1-800-367-1500. HEALTHPORT DOES FOLLOW THE STATUTE BELOW TO CALCULATE THE FEE YOU WILL BE CHARGED.

Copying Charges

How much can I charge for medical records in North Carolina?

North Carolina General Statute Section 90-411 permits the following charges:

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| Search, Handling, Copying and Mailing Costs | Up to | \$10.00 |
| Certification Fee | Up to per record | \$9.32 |
| Copying Costs for Records in Paper Form | Per page for pages 1-25 | \$0.75 |
| | Per page for pages 26 - 100 | \$0.50 |
| | Per page for pages over 100 | \$0.25 |

The HIPAA Privacy Rule prohibits the charge for Search, Retrieval and Other Direct Administrative Costs from being assessed against the patient or the patient's personal representative who requests medical records. The HIPAA prohibition does not apply to requests by other persons.

The HIPAA Privacy Rule prohibits providers from charging to convert medical records into a form or format requested by the individual, if it is readily producible in such form or format, or into a readable hard copy form or other agreed upon form or format. However, if the individual wants a copy of a non-paper medical record, then a hospital may charge a reasonable, cost-based fee for copying the record, including the cost of supplies and copying labor.

Where someone other than a patient or their personal representative requests records, physicians may charge a reasonable fee (currently \$10.00) to search for, handle and copy requested records. However, actual mailing costs may always be charged, regardless of who the requester is. The fee constitutes a minimum charge. It does not apply when the actual copying charge exceeds the minimum.

A physician may charge to prepare a health record summary.

A physician or hospital may not assess a copying charge where the requester is applying for Social Security Disability or Income benefits.