



73 C. Michael Davenport Blvd, Suite 5
Frankfort, Kentucky 40601
(502) 695-0500
office@chooseavenues.com
www.chooseavenues.com

PATIENT PRIVACY POLICY

Privacy Officer: Cheri Scott 502-695-0512

Effective Date of Notice: 7/20/2026

We care about your privacy and are committed to protecting your health information. This Patient Privacy Policy describes how your medical information may be used and disclosed and how you can access this information. Please review it carefully.

Your Rights

- You have a right to a copy of your medical record. Your request must be in writing. We will provide a copy usually within 30 days of your request.
- You can ask us to correct health information about you that you think is incorrect or incomplete. We may say “no” to your request, but we’ll tell you why in writing within 60 days.
- You can ask us to contact you in a specific way (for example, by home or office phone) or to send mail to a different address. We will say “yes” to all reasonable requests.
- You can ask for a copy of this policy at any time.
- You can file a complaint with us if you feel we have violated your privacy by contacting us using the contact information above. We will not retaliate against you for filing a complaint.

Your Choices

- You can tell us your choices about whether and what we share with your family, close friends, or others involved in your care.
- If you cannot tell us your preference (for example, if you are unconscious) we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.
- We will not use your information for marketing purposes without your written permission.
- We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

- We can use your health information and share it with other professionals who are treating you. Example: Sharing your ultrasound images with a medical professional for interpreting purposes.
- We can use and share your health information to run our practice, improve your care, and contact you when necessary. We will share information about you if required by applicable state or federal laws such as workers’ compensation, law enforcement, and other government requests.
- We can share health information about you in response to a court or administrative order or in response to a subpoena, if required by law.
- For uses beyond these we will ordinarily obtain your written authorization.

Our Responsibilities

- We abide by applicable state and federal laws to maintain the privacy and security of your health information.
- We will follow all applicable state and federal laws if a breach occurs that may have compromised the privacy or security of your health information.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

Text Messaging (SMS) Privacy

- If you choose to communicate with Avenues Clinic by SMS text message or provide your mobile number through our website forms, appointment scheduling, or by initiating a text conversation, you consent to receive text messages from us. These messages may include appointment reminders, follow-ups, responses to inquiries, and resources or information you request.
- Message frequency may vary based on your interactions with us. Message and data rates apply.
- You may opt out any time by replying STOP to any message. After opting out, you will no longer receive SMS messages unless you opt in again. For assistance, reply HELP or contact us at 502-695-0500.
- Consent to receive SMS messages is not a condition of receiving healthcare services.
- Carriers are not liable for delayed or undelivered messages.
- No mobile information will be shared with third parties or affiliates for marketing or promotional purposes.
- Information collected as part of the SMS consent process will not be shared with third parties except as necessary to provide messaging services.
- Text messaging originator opt-in data and consent will not be shared with any third parties.

Changes to the Terms of this Patient Privacy Policy

- We can change the terms of this policy, which will apply to all information we have about you. The new policy will be available upon request in our office and on our website.