

## **Privacy Notice to Patients**

PLEASE REVIEW THIS NOTICE CAREFULLY. IT DESCRIBES HOW YOUR MEDICAL INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THAT INFORMATION.

### **POLICY STATEMENT**

EHS is committed to maintaining the privacy of your protected health information (PHI), which includes information about your medical condition and the care and treatment you receive from EHS and other health care providers. This Notice details how your PHI may be used and disclosed to third parties for purposes of your care, payment for your care, health care operations of EHS, and for other purposes permitted or required by law. This Notice also details your rights regarding your PHI.

### **USES OR DISCLOSURE OF PHI**

EHS may use and/or disclose your PHI for purposes related to your care, payment for your care, and health care operations of EHS. The following are examples of the types of uses and/or disclosures of your PHI that may occur. These examples are not meant to include all possible types of use and/or disclosure.

- Care – In order to provide care to you, EHS will provide your PHI to those health care professionals, whether on EHS's staff or not, directly involved in your care so that they may understand your medical condition and needs and provide advice or treatment (e.g. your physician). For example, your physician may need to know how your condition is responding to the treatment provided at EHS.
- Payment – In order for you to get paid for some or all of the health care provided by EHS, EHS may provide your PHI, directly or through a billing service, to appropriate third party payers, pursuant to their billing and payment requirements. For example, EHS may need to provide your health insurance carrier with information about health care services that you received from EHS so that you may be properly reimbursed.
- Health care Operations – In order for EHS to operate in accordance with applicable law and insurance requirements and in order for EHS to provide quality and efficient care, it may be necessary for EHS to compile, use and/or disclose your PHI. For example, EHS may use

your PHI in order to evaluate the performance of EHS's personnel in providing care to you.

### **AUTHORIZATION NOT REQUIRED**

EHS may use and/or disclose your PHI without a written authorization from you, in the following instances;

1. De-identified Information – Your PHI is altered so that it does not identify you and, even without your name, cannot be used to identify you,
2. Business Associate to a business associate, which is someone who EHS contracts with to provide a service necessary for your treatment, payment for your treatment and health care operators (e.g. billing service or transcription service). EHS will obtain satisfactory written assurance, in accordance with applicable law, that the business associate will appropriately safeguard your PHI.
3. Personal Representative – To a person who, under applicable law, has the authority to represent you in making decisions related to your health care.
4. Public Health Activities – Such activities include, for example, information collected by a public health authority, as authorized by law, to prevent or control disease, injury or disability. This includes reports of child abuse or neglect.
5. Federal Drug Administration – If required by the food and Drug Administration to report adverse events, product defects or problems or biological product deviations, or to track products, or to enable product recalls, repairs, or replacements, or to conduct post marketing surveillance.
6. Abuse, Neglect or Domestic Violence – to a government authority if EHS is required by law to make such disclosure. If EHS is authorized by law to make such a disclosure, it will do so if it believes that tile disclosure is necessary to prevent serious harm or if EHS believes that you have been the victim of abuse, neglect, or domestic violence. Any such disclosure will be made in accordance with the requirements of law, which may also involve notice to you of the disclosure.
7. Health Oversight Activities – Such activities, which must be required by law, involve government agencies involved in oversight activities that relate to the heath care system, government benefit programs, government regulatory programs and civil rights law. Those activities include, for example, criminal investigations, audits, disciplinary actions, or general oversight activities relating to the community's health care system.
8. Judicial and Administrative Proceeding – For example, EHS may be required to disclose your PHI in response to a court order or a lawfully issued subpoena.
9. Law Enforcement Purposes – In certain instances, your PHI may have to be disclosed to a law enforcement official for law enforcement purposes. Law enforcement purposes include: (1) complying with a legal process (i.e., subpoena) or as required by law; (2) Information for Identification and location purposes (e.g., suspect or missing person); (3) information regarding a person who is or is suspected to be a crime victim; (4) in situations where the death of an individual may have resulted from criminal conduct; (5) In the event of a crime occurring on the premise of EHS and (6) a medical emergency (not on EHS's premises) has occurred, and it appears that a crime has occurred.
10. Coroner or Medical Examiner – EHS may disclose your PHI to a coroner or medical examiner for the purpose of identifying you or determining your cause of death, or to a funeral director as permitted by law and as necessary to carry out its duties.
11. Organ, Eye or Tissue Donation – If you are an organ donor, EHS may disclose your PHI to the entity to whom you have agreed to donate your organs.
12. Research – If EHS is involved in research activities, you PHI may be used, but such use is subject to numerous governmental requirements intended to protect the privacy of your PHI such as approved of the research by an Institutional review board and the requirement that protocols must be followed.
13. Avert a Threat to Health or Safety – EHS may disclose your PHI if it believes that such disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public and the disclosure is to an individual who is reasonably able to prevent or lessen the threat.
14. Specialized Government Functions – When the appropriate conditions apply, EHS may use PHI of individuals who are Armed Forces personnel: (1) for activities deemed necessary by

appropriate military command authorities; (2) for the purpose of a determination by the Department of Veteran Affairs of eligibility for benefits; or (3) to a foreign military authority if you are a member of that foreign military service. EHS may also disclose your PHI to authorized federal officials for conducting national security and intelligence activities including the provision of protective services to the President or others legally authorized.

15. Inmates – EHS may disclose your PHI to a correctional institution or a law enforcement official if you are an inmate of that correctional facility and your PHI is necessary to provide care and treatment to you or is necessary for the health and safety of other individuals or inmates.
16. Workers' Compensation – If you are involved in a Workers' Compensation claim, EHS may be required to disclose your PHI to an individual or entity that is part of the Workers' Compensation system.
17. Disaster Relief Efforts – EHS may use or disclose your PHI to a public or private entity authorized to assist in disaster relief efforts.
18. Required by Law – If otherwise required by law, out such use or disclosure will be made in compliance with the law and limited to the requirements of the law.

#### **AUTHORIZATION**

Uses and/or disclosures, other than these described above, will be made only with your written Authorization which you may revoke at any time.

#### **APPOINTMENT REMINDER**

EHS may, from time to time, contact you to provide appointment reminders. EHS will try to minimize the amount of information contained in the reminder. EHS may also contact you by phone and, if you are not available, EHS will leave a message for you.

#### **TREATMENT ALTERNATIVES/BENEFITS**

EHS may, from time to time, contact you about treatment alternatives, or other health benefits or services that may be of interest to you.

#### **YOUR RIGHTS**

You have the right to:

- Revoke any Authorization, in writing, at any time. To request a revocation, you must submit a written request to EHS's Privacy Officer.
- Request restrictions on certain use and/or disclosure of your PHI as provided by law. However, EHS is not obligated to agree to any requested restrictions. To request restrictions, you must submit a written request to EHS's Privacy Officer. In your written request, you must inform EHS of what information you want to limit, whether you want to limit EHS's use or disclosure, or both, and to whom you want the limits to apply. If EHS agrees to your request, EHS will comply with your request unless the information is needed in order to provide you with emergency treatment.
- Receive confidential communications of PHI by alternative means or at alternative locations. You must make your request in writing to EHS's Privacy Officer. EHS will accommodate all reasonable requests.
- Inspect and copy your PHI as provided by law. To inspect and copy your PHI, you must submit a written request to EHS's Privacy Officer. In certain situations that are defined by law, EHS may deny your request, but you will have the right to have the denial reviewed. EHS can charge you a fee for the cost of copying, mailing or other supplies associated with your request.
- Amend your PHI as provided by law. To request an amendment, you must submit a written request to EHS's Privacy Officer. You must provide a reason that supports your request. EHS may deny your request if it is not in writing, if you do not provide a reason and support of your request, if the information to be amended was not created by EHS (unless the individual or entity that created the information is no longer available), if the information is not part of your PHI maintained by EHS, if the information is not part of the information you would be permitted to inspect and copy, and/or if the information is accurate and complete. If you disagree with EHS's denial, you have the right to submit a written statement of disagreement.
- Receive an accounting of disclosures of your PHI as provided by law. To request an accounting, you must submit a written request to EHS's Privacy Officer. The request must state a time period which may not be longer than six years and may not include the dates before April 1, 2003. The request should indicate in what form you want the list (such as paper or electronic). The first list you request within a 12 month period

will be free, but EHS may charge you for the cost of providing additional lists in that same 12 month period. EHS will notify you of the costs involved and you can decide to withdraw or modify your request before any costs are incurred.

- Receive a paper copy of this Privacy Notice from EHS upon request from EHS's Privacy Officer.
- Complain to EHS or to the

**Secretary of Health and Human Services  
Office of Civil Rights  
Hubert H. Humphrey Building  
200 Independence Avenue SW  
Room 509F  
Washington DC 20201**

Or you may contact a regional office of the Office of CM Rights, which can be found at [www.hs.gov/oo/regmail.htm](http://www.hs.gov/oo/regmail.htm).

To file a complaint with EHS, you must contact EHS's Privacy Officer. All complaints must be in writing.

#### **PRACTICE'S REQUIREMENTS**

EHS Function:

- Is required by law to maintain the privacy of your PHI and to provide you with this Privacy Notice of EHS's legal duties and privacy practices with respect to your PHI.
- Is required to abide by the terms of this Privacy Notice.
- Reserves the right to change the terms of this Privacy Notice and make the new Privacy Notice provisions effective for your entire PHI that it maintains.
- Will not retaliate against you for making a complaint.
- Must make a good faith effort to obtain from you an acknowledgment of receipt of this Notice.
- Will post this Privacy Notice on EHS's web site.
- Will provide this Privacy Notice to you by email if you so request. However, you also have the right to obtain a paper copy of this Privacy Notice.

This notice is effective April 14, 2003.