



## Privacy Practices Notice

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.**

### I. Understanding Your Health Information

Each time you visit PCHC a record of your visit is created. This record usually contains your name and other information that may identify you, your symptoms, examination and test results, diagnoses, treatment, plan for future health care, and financial information. This record is sometimes referred to as your “medical or dental record/chart.” This record allows:

- Doctors, dentists, nurses, counselors and other health professionals to plan your treatment;
- PCHC to obtain payment from health plans, Medicaid, or you for services we provide to you; and
- PCHC to measure the quality of care provided to you.

As we have in the past, we are committed to keeping your health information confidential. We will not use or give to others your health information without your written permission, except as stated in this Notice.

### II. How We Will Use and Give Out Your Health Information Treatment, Payment, and Health Care Operations

We will use and give out your health information to provide you with health care treatments, to get paid for our services, and to help us operate our community health center. For example:

- We will give your health information to health care professionals not on our staff, such as other doctors and hospital staff, who help care for you;
- We may use Health Information Exchange and electronically share personal health and medical information securely between doctors, hospitals and other healthcare providers when it is needed for patient care. If you do not want your health information viewable electronically through CORHIO Health Information Exchange (HIE) system, please ask a PCHC staff member for a *Health Exchange “Opt Out” Request Form*.
- We may send a bill to your health insurance plan or to you; and
- Our community health center may use your medical record to review our performance and make sure you receive quality health care.

### Other Uses and Disclosures Allowed or Required by Law

We may use or give out your health information for the following purposes under limited circumstances:

- To people identified by you who are involved in your care or who help pay for your care, such as your family, your close personal friends, or any other person chosen by you, to notify them of your location, general health, and to assist you in your health care (such as to pick-up medicine or help with follow-up care);
- To government agencies that oversee our community health center (such as license and certification inspectors);
- To government agencies that have the right to receive and collect health information (such as to control disease outbreaks);
- When we are ordered by a court or judge;

- To workers’ compensation programs when your health problem is from a work-related injury;
- When law enforcement requests information (such as to prevent danger or injury);
- To coroners and funeral directors to allow them to carry out their duties;
- To organ donor agencies (subject to applicable laws);
- For research studies that meet all privacy law requirements (such as research to stop a disease);
- To avoid a serious threat to the health or safety of others;
- To contact you about new treatments or medicines that may help you;
- To business associates of the community health center that help us perform required tasks, such as our accountants, computer consultants, and billing companies (only if the business associate agrees in writing to keep your health information confidential as required by law); and
- For any other purpose required or allowed by law.

### Other Uses and Disclosures Requiring Your Written Permission

Except as stated above, we will use or give out your health information only after getting your written permission on an Authorization form. You may revoke your authorization at any time by notifying us in writing that you wish to do so.

### III. Your Rights Regarding Your Health Information

Subject to certain legal limits, you have rights regarding the use and disclosure of your health information, including the rights to:

- Request limits on uses of your health information
- Receive confidential communications of your health information
- Inspect and copy your health information
- Request a change to your health information
- Receive a record of how we have used and given out your health information
- Obtain a copy of this Notice of Privacy Practices

### IV. Questions, Concerns, and Changes to this Notice

If you have any questions or want to talk about any of the information in this Notice of Privacy Practices, please contact the PCHC Privacy Officer at 719-543-8711. A complete version of this notice will be made available to you at our website at [Pueblochc.org](http://Pueblochc.org). You can also ask PCHC Receptionist for a copy of this HIPAA Notice of Privacy Practices.

If you believe your privacy rights have been violated, you may file a complaint. To file a complaint with PCHC, write our Patient Advocate, 300 Colorado Avenue, Pueblo, Colorado 81004, 719-543-8711. All complaints must be submitted in writing. If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to: DHHS Office of Civil Rights, [OCRMail@hhs.gov](mailto:OCRMail@hhs.gov). We will not retaliate against you for filing a complaint.

We may change our Notice of Privacy Practices in the future. Such changes will apply to your health information that we created or received before the effective date of the change. We will notify you of any changes to our Notice of Privacy Practices by posting the updated notice at PCHC facilities.

**PCHC Privacy Officer-Medical Records Manager (719) 543-8711**