

## Notice of Privacy Practices

This notice describes how health information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

The Concord Feminist Health Center has always been committed to the privacy of your health information and the confidentiality of your visit. Due to the Health Insurance Portability and Accountability Act of 1996 we are now legally required to give you this notice outlining our privacy practices, your rights in regards to your protected health information, and our legal obligations regarding protected health information (PHI). PHI is any individually identifiable health information that is known by or has been recorded about you by CFHC. This notice takes effect on April 14<sup>th</sup> 2003. CFHC reserves the right to revise this notice at any time. You have the right to receive a copy of this notice.

### **CFHC may use your health information for the purpose of:**

#### Treatment

For example, a staff member or healthcare provider may record and use your health information within your medical chart in order to provide the best care for you.

#### Payment

A staff member may use your protected health information in order to determine and obtain accurate payment, as in calling your insurance company to verify benefits.

#### Operations

CFHC may use your health information to operate our business.

- a. **Quality Assurance:** Staff may use and review your health information in order to assess the quality of the care that you received.
- b. **Business Operations:** CFHC collaborates with some business associates in order to run our organization. An example would be an accountant. All CFHC business associates are required to safeguard your information.

### Disclosures required by law:

#### Law Enforcement

CFHC may disclose health information when required to do so by law. For example, your health information could be disclosed in response to a valid subpoena. CFHC would make every effort to inform you prior to any disclosure required by law.

#### Public Health

As required by law, we may disclose your health information to public health authorities in order to prevent or control, disease, injury, disability or abuse.

#### Food and Drug Administration (FDA)

We may disclose health information to the FDA. For example if a product, drug or device prescribed caused adverse effects or proved to be defective.

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## **Your Health Information Privacy Rights**

Although your health record is the physical property of CFHC, the information belongs to you. You have the right to:

- Request restrictions on certain uses and disclosures of your information
- Inspect and have a copy your medical record.
- Request an amendment to the information in your medical record
- Obtain an accounting of all disclosures of your health information not related to routine patient care. (Requests for such an accounting may not include dates prior to 4/14/03)
- Request confidential communications  
You may request that we contact you at certain locations. We will make every attempt to honor your request. CFHC reserves the right to provide safe healthcare by being able to contact you.
- Authorize the disclosure of your protected health information for uses other than treatment, payment or operations. You may revoke any authorization.
- You have a right to receive a copy of this notice.
- You have the right to file a complaint without fear of retaliation or penalty.

## **CFHC's Responsibilities:**

We are required to:

- Maintain and respect the privacy of your health information
- Abide by the terms of this notice
- Attempt to accommodate your requests regarding restrictions on the use and disclosure of your health information
- Notify you if we are unable to agree to a requested restriction or amendment
- Accommodate reasonable requests you have for confidential communications

If you have any questions, or you feel that your privacy rights have been violated by Concord Feminist Health Center, you may file a complaint with the Privacy Officer at CFHC or at the Department of Health and Human Services. No retaliation shall occur for filing a complaint.