

Appalachian District Health Department

HIPAA NOTICE OF PRIVACY PRACTICES

THE PRIVACY OF YOUR MEDICAL INFORMATION IS IMPORTANT TO US. WE UNDERSTAND THAT YOUR MEDICAL INFORMATION IS PERSONAL AND WE ARE COMMITTED TO PROTECTING IT.

Why we need to know about you: We need to know about you so that we can provide you with the health services you or a health care provider has requested for you. We may also need information from you and others to help us verify your identity or to see if you qualify for financial assistance to help pay for the health care services you receive from us.

How we learn about you: What we know about you we get mostly from you. But we may also have to find out more about you from other sources in order to make sure that what we know about you is correct and complete. These sources may include your adult relatives, friends, health care providers and others. Some of our sources may give us reports, and they may disclose what they know about you to others.

How we protect what we know about you: We treat what we know about you confidentially. Your privacy is important to us. Our employees are told to take extra care in handling your information. They may get information about you only when there is a good reason to do so. We take steps to make our computer databases secure and to safeguard the information we have about you.

How we use and disclose what we know about you: We may use anything we know about you to help us serve you better. We may use it and disclose to our affiliates and others, for any purpose allowed by law. For instance, we may use your information, and disclose it to others, in order to:

- Bill for Services
- Remind you of appointments
- Tell you about treatment options available to you
- Provide care in emergencies
- As required by law
- Other Uses: You may revoke any release of information you have on file and stop future disclosures of your health information at any time.
- The Appalachian District Health Department may change its policy at any time. When changes are made, a new Notice of Privacy Practices will be posted in the waiting room and a copy will be provided to you on your next visit. You may also request an updated copy of our Notice of Privacy Practices at any time and if you'd like, we can email them to you.
- Ask others to perform services for you that we do not provide
- Obtain your opinion of our services
- Evaluate the care you received from us.
- Public Health Purposes
- As requested by you

PATIENT'S INDIVIDUAL RIGHTS

You have the right to review or obtain a copy of your personal health information at any time. You have the right to request that we correct any inaccurate or incomplete information in your records. You also have the right to request a list of instances where we have disclosed your personal health information for reasons other than treatment, payment or other related administrative purposes. You have the right to ask us to disclose information about you to someone who may be involved in your care or payment for your care, like a family member or friend. You also have the right to request that we communicate with you about your medical information in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail. We will accommodate all reasonable requests.

QUESTIONS AND COMPLAINTS

IF YOU HAVE ANY QUESTIONS ABOUT THIS NOTICE, PLEASE ASK THE CLERICAL SUPPORT STAFF FOR HELP OR ASK TO SPEAK TO OUR PRIVACY OFFICER.

If you think that we may have violated your rights, **you may file a complaint with our Privacy Officer, phone: 828-264-4995**, 126 Poplar Grove Connector, Boone, NC 28607 or, **in North Carolina, call the 1-800-CARE-LINE**, Hours of operation are Monday – Friday 8AM – 5PM, Telephone: 1-800-662-7030, 2012 Mail Service Center, Raleigh, NC 27699-2012. The Secretary of the Department of Health and Human Services is also handling complaints, Region IV, Office for Civil Rights, Atlanta Federal Center, Suite 3B70, 61 Forsyth Street, S.W., Atlanta, GA 30303-8909

You will not be penalized in any manner for filing a complaint.

Effective Date: April 14, 2003

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