

that are authorized by law to receive reports of child abuse or neglect, and (3) PCHC may disclose your health information to government authorities that are authorized by law to receive reports of other abuse, neglect, or domestic violence as required by law, or as authorized by law if PCHC believes it is necessary to prevent serious harm. Where authorized by law, PCHC may disclose your health information to an individual who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition. In some situations (for example, if you are employed by PCHC or another component of the Department of Health and Human Services, or if necessary to prevent or lessen a serious and imminent threat to the health and safety of an individual or the public), PCHC may disclose to your employer health information concerning a work-related illness or injury or a workplace-related medical surveillance.

Correctional Institution: If you are an inmate of a correctional institution, PCHC may use or disclose to the institution, health information necessary for your health and the health and safety of other individuals such as officers or employees or other inmates.

Law Enforcement: PCHC may use or disclose your health information for law enforcement activities as authorized by law or in response to a court of competent jurisdiction.

Members of the Military: If you are a member of the military services including the Commissioned Corps of the United States Public Health Service, PCHC may use or disclose your health information if necessary to the appropriate military command authorities as authorized by law.

Health Oversight Authorities: PCHC may use or disclose your health information to health oversight agencies for activities authorized by law. These oversight activities include: investigations, audits, inspections and other actions. These are necessary for the government to monitor the health care system, government benefit programs, and entities subject to government regulatory programs and/or civil rights laws for which health information is necessary to determine compliance. PCHC is required by law to disclose protected health information to the Secretary of HHS to investigate or determine compliance with the HIPAA privacy standards.

Compelling Circumstances: PCHC may use or disclose your health information in certain other situations involving compelling circumstances affecting the health or safety of an individual. For example, in certain circumstances: (1) we may disclose limited protected health information where requested by a law enforcement official for the purpose of identifying or locating a suspect, fugitive, material witness or missing person; (2) if you are believed to be a victim of a crime, a law enforcement official requests information about you and we are unable to obtain your agreement because of incapacity or other emergency circumstances, we may disclose the requested information if we determine that such

disclosure would be in your best interests; (3) we may use or disclose protected health information as we believe is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person; (4) we may use or disclose protected health information in the course of judiciary and administrative proceedings if required or authorized by law; (5) we may use or disclose protected health information to report a crime committed on PCHC health facility premises or when PCHC is providing emergency health care; and (6) we may make any other disclosures that are required by law.

Non-Violation of this Notice: PCHC is not in violation of this Notice or the HIPAA Privacy 45CFR164.308 if any of its employees or its contractors (business associates) discloses protected health information under the following circumstances:

1. **Disclosures by Whistle Blowers Communication with Compliance officer:** If a PCHC employee or contractor (business associate) in good faith believes that PCHC has engaged in conduct that is unlawful or otherwise violates clinical and professional standards or that the care or services provided by PCHC has the potential of endangering one or more patients or members of the workplace or the public and discloses such information to:
 - a. A Public Health Authority or Health Oversight Authority authorized by law to investigate or otherwise oversee the relevant conduct or conditions, or the suspected violation, or an appropriate health care accreditation organization for the purpose of reporting the allegation of failure to meet professional standards or misconduct by PCHC; or
 - b. An attorney on behalf of the workforce member, or contractor (business associate) or hired by the workforce member or contractor (business associate) for the purpose of determining their legal options regarding the suspected violation.

Any other uses and disclosures will be made only with your written authorization, which you may revoke at any time in writing. (Such revocation would not apply where health information already has been disclosed or used or in circumstances where PCHC has taken action in reliance on your authorization or the authorization was obtained as a condition of obtaining insurance coverage and the insurer has legal right to contest a claim under the policy or the policy itself.)

To exercise your rights under this Notice, to ask for more information, or to report a problem contact the clinic Health Administrator or HIPAA Compliance officer at: (715) 588-3371



If you believe your privacy rights have been violated, you may file a written complaint with PCHC or the Department of Health and Human Services, Office of Civil Rights at www.hhs.gov/ocr. There will be no retaliation for filing a complaint.

Rev. 1/2023

HIPAA

Health Insurance Portability and Accountability Act

Privacy Rule

PETER CHRISTENSEN HEALTH CENTER

NOTICE OF PRIVACY PRACTICES 2023



HIPAA

Health Insurance Portability and Accountability Act

Privacy Rule

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 Record/Information

Each time you visit PCHC facility for services, a record of your visit is made. If you are referred by PCHC through the Purchased Referred Care (PRC) program, PCHC also receives and retains a record of your PRC visit. Typically, this record contains your symptoms, examination, test results, diagnoses, treatment, and a plan for future care. This information, often referred to as your health record, serves as a:

- Plan for your care and treatment.
- Communication source between health care professionals.
- Tool with which we can check results and continually work to improve the care we provide.
- Means by which Medicare, Medicaid or private insurance payers can verify the services billed.
- Tool for education of health care professionals.
- Source of information for public health authorities charged with improving the health of the people.
- Source of data for medical research, facility planning and marketing.
- Legal document that describes the care you receive.

Understanding what is in your health record and how the information is used helps you to:

- Ensure its accuracy.
- Better understand why others may review your health information.
- Make an informed decision when authorizing disclosures.

II. Your Health Information Rights

Although your health record is the physical property of PCHC, the information belongs to you.

You have the right to:

- **Access your record via Patient Portal without restriction in accordance with the 21st Century Cures Act.**
- **Request a restriction** on certain uses and disclosures of your health information. For example, you may ask that we not disclose your health information and or treatment to a family member. We will comply with your request unless the information is needed to provide you with emergency services.
- **Request a correction/amendment to your health record** if you believe the health information we have about you is incorrect or incomplete; we may amend your record or include your statement of disagreement.
- **Request confidential communications about your health information.** You may ask that we communicate with you at a location other than your home or by a different means of communications.
- **Receive a listing of certain disclosures PCHC has made** of your health information upon request.

This information is maintained for six years or the life of the record whichever is longer.

- **Revoke your written authorization to use or disclose health information.** This does not apply to health information already disclosed or used in circumstances where we have taken action on your authorization or the authorization was obtained as a condition of obtaining insurance coverage and the insurer has a legal right to contest a claim under the policy or the policy itself.
- **Obtain a copy of the PCHC Notice of Privacy Practices upon request.**

III. PCHC Responsibilities

The Peter Christensen Health Clinic is required by law to:

- Maintain the privacy of your health information.
- Inform you about our privacy practices regarding health information we collect and maintain about you
- Notify you if we are unable to agree to a requested restriction.
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.
- Honor the terms of this notice or any subsequent revisions of this notice.

PCHC reserves the right to change its privacy practices and to make the new provisions effective for all protected health information it maintains. If PCHC makes any significant changes to this Notice it will send you a copy within 60 days. PCHC also will post any revised Notice of Privacy Practices at public places in its health care facilities.

PCHC understands that health information about you is personal and is committed to protecting your health information. **PCHC will not use or disclose your health information without your permission, except as described in this notice and as permitted by the Privacy rule 45 CFR 164.308.**

IV. PCHC authorized uses and disclosures of health information about you.

The following categories describe how we may use and disclose health information about you.

We will use and disclose your health information to provide your treatment.

For example: Your personal information will be recorded in your health record and used to determine the course of treatment for you. Your health care provider will document in your health record her/his instructions to members of your healthcare team. The actions taken and the observations made by the members of your healthcare team will be recorded in your health record so your health care provider will know how you are responding to treatment.

If PCHC refers you to another health care facility, PCHC may disclose your health information to that health care provider for treatment decisions.

If you are transferred to another facility for further care and treatment, PCHC may disclose information to the facility to enable them to know the extent of treatment you have received and other information about your condition.

If PCHC refers you to another health care provider under the CHS program, PCHC may disclose your health information with that provider for health care payment purposes.

Your health care provider(s) may give copies of your health information to other healthcare entities to assist in your treatment.

We will use and disclose your health information for payment purposes.

For example: If you have private insurance, Medicare, or Medicaid coverage, a bill will be sent to your health plan for payment. The information on or accompanying the bill will include information that identifies you, as well as your diagnosis, procedures and supplies used for your treatment.

We will use and disclose your health information for health care operations.

For example: We may use your health information to evaluate your care and treatment outcomes with our quality improvement team. This information will be used to continually improve the quality and effectiveness of the services we provide. This includes health care services provided under PRC program.

Business Associates: PCHC provides some healthcare service and related functions through the use of contracts with business associates. For example, PCHC may have contracts for medical testing. When these services are contracted, PCHC may disclose

your health information to business associates so that they can perform their jobs. We require our business associates to protect and safeguard your health information in accordance with all Privacy 45CFR164.308.

Notification: PCHC may use or disclose your health information to notify or assist in the notification of a family member, personal representative or other authorized person(s) responsible for your care, if authorize a release of information to those designated persons.

Communication with Family: PCHC health providers may use or disclose your health information to others responsible for your care unless you object. For example, PCHC may provide your family members, other relatives, close personal friends or any other person you identify with health information which is relevant to that person's involvement with your care or payment for such care.

Interpreters: In order to provide you proper care and services, PCHC may use the services of an interpreter. This may require

the use or disclosure of your personal health information to the interpreter.

Uses and Disclosures about Decedents: PCHC may use or disclose health information about decedents to a coroner or medical examiner for the purpose of identifying a deceased person, determining a cause of death, or other duties as authorized by law. PCHC also may disclose health information to funeral directors consistent with applicable law as necessary to carry out their duties.

In addition, PCHC may disclose protected health information about decedents where required under the Freedom of Information Act or otherwise required by law.

Organ Procurement Organizations: PCHC may use or disclose your health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of facilitating organ, eye or tissue donation and transplant.

Treatment Alternatives and Other Health-related Benefits and Services: PCHC may contact you to provide information about treatment alternatives or other types of health-related benefits and services that may be of interest to you. For example: we may contact you about the availability of a new treatment or services for diabetes.

Appointment Reminders: PCHC may contact you with a reminder that you have an appointment for medical care at PCHC facility or to advise you of a missed appointment.

Food and Drug Administration (FDA): PCHC may use or disclose your health information to the FDA in connection with an FDA-regulated product or activity. For example: we may disclose

to the FDA information concerning adverse events involving food, dietary supplements, product defects or problems, and information needed to track FDA-regulated products or to conduct product recalls, repairs, replacement, or look backs (including locating people who have received products that have been recalled or withdrawn), or post marketing surveillance.

Workers Compensation: PCHC may use or disclose your health information for workers compensation purposes as authorized or required by law.

Public Health: PCHC may use or disclose your health information to public health or other appropriate government authorities as follows: (1) PCHC may use or disclose your health information to government authorities that are authorized by law to collect or receive such information for the purpose of preventing or controlling disease, injury, or disability, or conducting public health surveillance, investigations, and interventions; (2) PCHC may disclose your health information to government authorities