



Health Insurance Portability and Accountability Act (HIPAA)

Privacy Notice

About This Notice

This Privacy Notice is being provided to you as a requirement of a federal law, the Health Insurance Portability and Accountability Act. This Privacy Notice describes how we may use and disclose your protected health information to facilitate treatment, payment and other healthcare operations and for other purposes that are permitted or required by law. It also describes your right to access and control your protected health information. We are required by law to maintain the privacy of your health information and to abide by the terms of the Notice currently in effect. RUCC reserves the right to change the terms of this Notice and to make new provisions. Changes will be effective immediately for all PHI that we maintain. If we change this Notice, we will provide a copy of the revised notice upon your next visit or by request.

This notice describes how your medical information may be used and disclosed and how you can get access to this information.

PLEASE READ IT CAREFULLY.

HIPAA (Health Insurance Portability and Accountability Act)

An Act established by The United States Congress in 1996 to simplify the portability of insurance. The Privacy Rule was added to HIPAA on April 14, 2003 in order to establish national regulations for the use and disclosure of PHI.

PHI (Protected Health Information)

Any information about you, including demographic data, created or received by your healthcare provider that can be used to identify you. This information may relate to your past, present or future physical or mental health conditions and includes oral as well as written information.

Privacy Contact

A person or office designated to field questions, receive complaints and manage general administrative tasks and records management.

Privacy Officer

A person appointed by a healthcare organization to be responsible for the development and implementation of the policies and procedures necessary for compliance with the HIPAA Act.

RUCC

Roswell Urgent Care Center, LLC

Uses and Disclosures of Protected Health Information

Roswell Urgent Care Center may use your protected health information for the purposes of providing treatment, obtaining payment for treatment and conducting routine healthcare operations. Your PHI may be used and disclosed only for these purposes unless we have obtained your authorization or the use or disclosure is permitted or required by the HIPAA regulations or other law. Disclosures of your PHI for the purposes described in this Privacy Notice may be made in writing, orally or by electronic means.

- **Treatment-** We may use and disclose your protected health information in order to provide, coordinate or manage your health care and related services. This may include coordination with third party healthcare entities including: laboratories and other diagnostic facilities; any physician who may be involved in your care, such as your primary care physician, hospitalist or consulting physicians; friends or family members who may be involved in your follow-up care after leaving RUCC.

- **Payment-** We may use your protected health information to obtain payment for the services we provide to you. We may also disclose your protected health information to another provider involved in your care for their payment activities. Such uses and disclosures may include communications with: your health insurance companies; laboratories and other diagnostic facilities; collection agencies; consulting physicians involved in your care.

- **Healthcare Operations-** We may use and disclose your protected health information to facilitate our own healthcare operations and to provide quality care to all our patients. Healthcare operations include such activities as: quality assessment and improvement; employee review activities; conducting or arranging medical reviews; legal services and auditing; business planning, development, management and administrative operations.

- **Other Uses and Disclosures-** As a part of the functions above, we may use and disclose your PHI in order to provide you with reminders, treatment alternatives and other health-related information about your condition.

Permitted Uses and Disclosures with an Opportunity to Object

There are certain circumstances in which RUCC is permitted to use and disclose your PHI without obtaining authorization but in which you have the opportunity to object. If you do not object to these disclosures or if we determine that, in our professional judgment, it is in your best interest for us to disclose information that is directly relevant to the person's involvement in your care, then we may disclose your protected health information.

These circumstances include:

- a. Maintaining a directory of patients currently receiving medical care at RUCC. Your PHI disclosed will be limited to; your name, location within the facility and general overall condition. This enables friends and family to receive status updates when they call.
- b. Disclosing your PHI to a friend or family member who is involved in your medical care or payment for care.
- c. Disclosing your PHI to an entity that is assisting in a disaster relief effort, so that your family may be notified regarding your condition, status and location.

Permitted Uses and Disclosures without an Opportunity to Object

There are some circumstances in which Roswell Urgent Care Center is permitted or required by law to disclose your PHI without your authorization and without offering an opportunity to object to the disclosure.

These circumstances include:

- a. In the course of any judicial or administrative investigation, inspection, licensure or other proceeding or in response to a court order, administrative tribunal, subpoena, or discovery request. We may also disclose your PHI for any other lawful process that may not be accompanied by an order of a court or administrative tribunal.
- b. When required for Law Enforcement purposes. This includes, but is not limited to; reporting criminal conduct that occurs on the premises; reporting the identification or location of a suspect, fugitive, material witness, or missing person; reporting wounds or physical injuries, in accordance with state and local laws; under certain limited circumstances when you are the victim of a crime; and in cases of emergency.
- c. In order to report abuse, neglect or domestic violence. RUCC will make such a disclosure only when required by law or when agreed upon by the patient or patient's guardian.
- d. Purposes related to Public Health, including but not limited to; prevention, control or reporting of disease, injury, or disability; vital events reporting; public surveillance, investigation or intervention; activities initiated by the FDA for product recalls, repair, quality assurance and product safety, tracking, monitoring and post-marketing surveillance.
- e. In order to notify a person who has been or may have been exposed to a communicable disease, or who may be at risk of contracting or spreading a disease or condition.
- f. Disclose of limited PHI in order to report communicable infection to a parent, guardian, employer, teacher, coach, facility director or overseer.
- g. Disclosure to a Health Oversight Entity for activities authorized by law, such as audits or quality assurance reviews.
- h. Providing PHI to Coroners and Medical Examiners for the purposes of identifying a deceased person, determining a cause of death and other duties as authorized by law.
- i. Releasing PHI to Funeral Directors, consistent with applicable law, as necessary to carry out their duties with respect to decedent. In some cases such disclosures may occur prior to, and in reasonable anticipation of, the individual's death.
- j. When disclosure may prevent or lessen a serious and imminent threat to your health and safety or that of the public.
- k. Facilitating specified government functions related to military and/or veteran activities; national security; intelligence activities; protective services for the President and others and medical suitability determinations.
- l. Worker's Compensation circumstances. We may use and disclose your protected PHI, as necessary, to comply with worker's compensation laws and similar programs.

Your Privacy Rights

The law gives you the right to:

- Request confidential communications. RUCC will accommodate any reasonable request to receive communications regarding your PHI at an alternative location or by an alternative means of contact. RUCC will adhere to such a request so long as you may be contacted by the alternative means. Requests must be made in writing to the Privacy Officer. You do not need to provide any reason for such a request.
- Request restrictions of use and disclosure. You may request that RUCC not use or disclose certain parts of your PHI for the purpose of treatment, payment, or healthcare operations. You also have the right to request that we do not disclose your PHI to friends or family members who may be involved in your care, or for notification purposes. Your request must be made in writing and must state the specific restriction requested and the individuals to whom the restrictions apply. RUCC is not required to agree to such a request if it is found to be unreasonable or may interfere with treatment or payment for services rendered. RUCC will notify you if your request is denied. Either party may terminate a previous agreement. Requests made in order to terminate any prior agreement must be made in writing to the Privacy Officer.
- Request to inspect and obtain a copy of your PHI, for as long as it is maintained by RUCC. This law does not apply to Psychotherapy Notes; Information Compiled for Use in a Civil, Criminal or Administrative Proceeding; or to PHI that is otherwise restricted by law. Requests must be made in writing to the Privacy Officer. If, after review, the information contained in your medical record is determined to potentially endanger you or another person, your request may be denied. Denials will be made in writing, added to your medical record and made available for your review.

- Ask RUCC to correct certain information if you believe the information is wrong or incomplete. Requests must be made in writing to the Privacy Officer and must be accompanied by a reason that supports your request for amendment. Requests may be denied if, after review, the information is determined to be: accurate and complete; not part of the PHI which you would be permitted to inspect or copy; not created by our practice; not part of the PHI maintained by RUCC. Denials will be made in writing, added to your medical record and made available for your review.
- Request a record of disclosures made regarding your PHI. This right applies to all disclosures except for those described in the Medical Release Authorization. Requests must be made in writing to the Privacy Officer and must specify a time period of no longer than six years.
- Receive a paper copy of this Notice. Roswell Urgent Care Center will gladly provide you with a paper copy of this Notice upon request.
- Express complaints to us and to the Secretary of the Department of Health and Human Services if you believe your privacy rights have been violated. If you wish to make a complaint to Roswell Urgent Care Center, please do so in writing to our Privacy Officer. You will not be penalized for filing a complaint.

Privacy Officer & Contact Information

Candace Smith

660 W. Crossville Road, Ste. 110

Roswell, GA 30075-7525

Phone: (770) 992-4700

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