



Health Center Notice of Privacy Practices

INTRODUCTION

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. The Phoenix Fire Department Health Center is committed to protecting the confidentiality of information about you, and is required by law to do so. This notice describes how we may use information about you within the Phoenix Fire Department Health Center and how we may disclose it to others outside the Phoenix Fire Department Health Center. This notice also describes the rights you have concerning your own health information. Please review it carefully and let us know if you have questions.

HOW WILL WE USE AND DISCLOSE INFORMATION ABOUT YOU?

Treatment: The Phoenix Fire Department Health Center may use information about you to provide you with medical services and supplies. We may also disclose information about you to others that need that information to treat you, such as doctors, physician assistants, nurses, medical and nursing students, technicians, therapists, emergency service and medical transportation providers, medical equipment providers, and others involved in your care. For example, we will allow your physician to have access to your medical record to assist in your treatment and for follow up care.

We may also use and disclose information about you to contact you to remind you of an upcoming appointment, to inform you about possible treatment options or alternatives, or to tell you about health-related services available to you.

Family Members and Others

Involved in Your Care: The Phoenix Fire Department Health Center may disclose information about you to family members or others, you must notify the registration and nursing staff at the facility. In the event of a disaster, we may disclose information about you to help locate a family member or friend in a disaster.

Payment: The Phoenix Fire Department Health Center may use

and disclose information about you to get paid for the medical services and supplies we provide to you. For example, your health plan, or health insurance company, may request to see parts of your medical record before they will pay us for your treatment.

Health Care Operations: The Phoenix Fire Department Health Center may use and disclose information about you if it is necessary to improve the quality of care we provide to patients or to run the health care operations. We may use information about you to conduct quality improvement activities, to obtain audit, accounting or legal services, or to conduct business management and planning. For example, we may use medical information to review our treatment and services and to evaluate the performance of our staff in caring for you.

Research: The Phoenix Fire Department Health Center may use or disclose information about you for research projects, such as studying the effectiveness of a treatment you received. These research projects must go through a special process that protects the confidentiality of your information.

Required by Law: Federal, state, or local laws, do NOT require patient consent to disclose information which is REQUIRED to be reported. For instance, we are required to report child abuse and neglect, gunshot wounds, etc. Public policy has determined that these types of needs outweigh the patient's right to privacy. The Phoenix Fire Department Health Center is also required to give information to the state workers' compensation program for work-related injuries.

Public Health: The Phoenix Fire Department Health Center also may report certain medical information for public health purposes. For instance, we are required by law to report births, deaths, and communicable diseases to the state. We also may need to report patient problems with medications or medical products to the manufacturer and to the FDA, or may notify Patients of recalls of products they are using.

Public Safety: The Phoenix Fire Department Health Center may disclose medical information for public safety purposes in limited circumstances. We may disclose medical information to law enforcement officials or to the court in response to a search warrant or other court order. We may also disclose medical information to assist law enforcement officials in identifying or locating a person, to prosecute a crime of violence, to report deaths that may have resulted from criminal conduct at the facility. We also may disclose information about you to law enforcement officials and others to prevent a serious threat to health or safety.

Health Oversight Activities: The Phoenix Fire Department Health Center may disclose medical information to a government or oversight agency that oversees the Phoenix Fire Department Health Center facility or its personnel, such as the state's department of health services, or other federal agencies that oversee Medicare, or licensing agencies who govern physicians and other healthcare professionals.

Coroners, Medical Examiners and Funeral Directors: The Phoenix Fire Department Health Center may disclose medical information concerning deceased patients to coroners, medical examiners and funeral directors to assist them in carrying out their duties.

Organ and Tissue Donation: The Phoenix Fire Department Health Center may disclose medical information to organizations that handle organ, eye or tissue donation or transplantation.

Military Veterans, National Security and Other Government Purposes: If you are a member of the armed forces, we may release information about you as required by military command authorities or to the Department of Veterans Affairs. We may also disclose medical information to federal officials for intelligence and national security purposes, for Presidential Protective Services, or to the Department of State for its security issues.

Judicial Proceedings: The Phoenix Fire Department Health Center may

disclose medical information in a lawsuit where your health status is an issue. For example, the Phoenix Fire Department Health Center may be ordered to do so by court order or search warrant.

Information with Additional

Protection: Certain types of medical information may have additional protection under state or federal law. For instance, medical information about communicable disease and HIV/AIDS, drug and alcohol abuse treatment, genetic testing, and a court-ordered mental evaluation may be treated differently than other types of medical information.

For those types of information, the Phoenix Fire Department Health Center may obtain your authorization to release this information except as required by law.

Other Uses and Disclosures: The Phoenix Fire Department Health Center will honor your requests to disclose medical information to others.

WHAT ARE YOUR RIGHTS?

Right to Request Information About

You: You have the right to look at information about you and to get a copy of that information. This includes your medical record, your billing record, and other records we use to make decisions about your care. To request information about you, submit a written authorization to the Phoenix Fire Department Health Center for medical information. The law requires us to keep the original record.

Right to Request to Amend or Supplement Information About You That You Believe Is Incorrect or

Incomplete: If you see information about you and believe that some of the information is incorrect or incomplete, you may ask us to amend your record. You may submit a request to amend your information. Submit a written request to the Phoenix Fire Department Health Center.

Right to Get a List of Certain Disclosures of Information About

You: You have the right to request a list of certain disclosures we made of information about you. If you would like to receive such a list, contact the Phoenix Fire Department Health Center.

Right to Request Restrictions on How Phoenix Fire Department Health Center Will Use or Disclose Information About You for

Treatment, Payment, or Health Care Operations: You have the right to request us not to use or disclose information about you to treat you, to seek payment for care, or to operate the health care system. We are not required to agree to your request, but if we do agree, we will comply with that agreement unless that information is necessary to provide you emergency treatment. We will try to honor a restriction of your information for payment purposes. If you want to request a restriction, submit your request in writing describing your request to the Phoenix Fire Department Health Center.

Right to Request Confidential

Communications: You have the right to request us to communicate with you in a way that you feel is more confidential. We will accommodate reasonable requests including alternative addresses or alternative means. For example, you can ask us not to call your home, but to communicate only by mail. To do this, submit your request in writing to the Phoenix Fire Department Health Center. You can ask to speak with your health care providers in private, outside the presence of other patients.

Right to a Copy of the Patient's Notice of Privacy Practices:

You have the right to a paper copy of the Notice at any time. You may obtain a paper copy of the Notice at the reception/check-in desk.

CHANGES TO THIS NOTICE

We may amend or revise our practices concerning how we will use or disclose patient medical information, or how we will implement patient rights concerning their information. We will reserve the right to change this Notice and to make the provisions in our new notice effective for all information about you we maintain. If we change these practices, we will publish a revised Notice of Privacy Practices. You can get a copy of our current Notice of Privacy Practices upon request and at the reception/check-in desk.

WHICH HEALTHCARE PROVIDERS DOES THIS NOTICE COVER?

This Notice of Privacy Practices applies to the Phoenix Fire Department Health Center facility and its personnel, volunteers, students, and trainees. The Notice also applies to other health care

providers that come to the facility to care for patients, such as physicians, physician assistants, therapists, emergency services providers, medical transportation companies, medical equipment suppliers, and other health care providers not employed by the Phoenix Fire Department Health Center unless these other health care providers give you their own Notice that describes how they will protect your medical information. The Phoenix Fire Department Health Center may share your medical information with these other health care providers for their treatment, payment, and health care operations. This arrangement is only for sharing information and not for any other purpose.

DO YOU HAVE CONCERNS OR COMPLAINTS?

Please tell us about any problems or concerns you have with your privacy rights or how the Phoenix Fire Department Health Center uses or discloses information about you. If for some reason the Phoenix Fire Department Health Center personnel cannot resolve your concern, you may also file a complaint with the federal government. To file a complaint against the Phoenix Fire Department Health Center facility, contact Mike Gaffney at the Health Center. We will not penalize you or take any retaliatory action against you in any way for filing a complaint.

The Genetic Information Nondiscrimination Act (GINA)

"The Genetic Information Nondiscrimination Act" of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, we are asking that you not provide any genetic information when responding to this request for medical information. Genetic information as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services."