



A PROGRAM OF COMMUNITY ACTION OF LARAMIE COUNTY

307-632-8064

100 Central Avenue, Suite 173

Cheyenne, WY 82007

## **Notice of Privacy Practices**

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

### **PLEASE REVIEW CAREFULLY.**

**If you have questions about this notice, please contact Scott Cheney, Program Director and Privacy Officer of Crossroads Healthcare Clinic at 307-632-8064. Or stop by our office during normal business hours at 100 Central Avenue, Suite 173 in Cheyenne, Wyoming.**

### **WHO WILL FOLLOW THIS NOTICE:**

This notice describes the information privacy practices followed by our employees, staff, and other office personnel. The practices described in this notice will also be followed by healthcare providers you consult with by telephone (when your regular provider from our office is not available) who provide "call coverage" for your healthcare provider.

### **YOUR HEALTH INFORMATION:**

This notice applies to the information and records we have about your health, health status, and the health care and services you receive at this office. We are required by law to give you this notice. It will tell you about the ways in which we may use and disclose health information about you and describes your rights and our obligations regarding the use and disclosure of that information.

### **HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU:**

**FOR TREATMENT:** We may use health information about you to provide you with medical treatment or services. We may disclose health information about you to doctors, nurses, technicians, office staff, pharmacists, or other personnel who are involved in taking care of you and your health.

For example, your doctor may be treating you for a heart condition and may need to know if you have other health problems that could complicate your treatment. The doctor may use your medical history to decide what treatment is best for you. The doctor may also tell another doctor about your condition so that doctor can help determine the most appropriate care for you.

Different personnel in our office may share information about you and disclose information to people who do not work in our clinic for the purposes of scheduling lab work, ordering imaging, refilling medications, or other

operations necessary for your care. Family members and other health care providers may be part of your medical care outside this office and may require information about what we have.

**FOR PAYMENT:** We may use and disclose health information about you so that the treatment and services you receive at this office may be billed to and payment may be collected from you, an insurance company or a third party. For example, we may need to give your health plan information about a service you received here so your health plan will pay us or reimburse you for the service. We may also tell your health plan about a treatment you are going to receive to obtain prior approval, or to determine whether your plan will cover the treatment.

**FOR HEALTHCARE OPERATIONS:** We may use and disclose health information about you in order to run the office and make sure that you and our other patients receive quality care. For example, we may use your health information to evaluate the performance of our staff in caring for you. We may also use health information about all or many of our patients to help us decide what additional services we should offer, how we can become more efficient, or whether certain new treatments are effective.

**APPOINTMENT REMINDERS:** We may contact you as a reminder that you have an appointment for treatment or medical care at our office.

**TREATMENT ALTERNATIVES:** We may tell you about or recommend possible treatment options or alternatives that may be of interest to you.

**HEALTH-RELATED PRODUCTS AND SERVICES:** We may tell you about health-related products or services that may be of interest to you. Please notify us if you do not wish to be contacted for appointment reminders, or if you do not wish to receive communications about treatment alternatives or health-related products and services. If you advise us in writing (at the address listed at the top of this notice) that you do not wish to receive such communications, we will not use or disclose your information for these purposes.

You may revoke your consent at any time by giving us written notice. Your revocation will be effective when we receive it, but it will not apply to any uses and disclosures which occurred before that time.

If you do revoke your consent, we will not be permitted to use or disclose information for purposes of treatment, payment, or health care operations, and we may therefore choose to discontinue providing you with health care treatment and services.

### **SPECIAL SITUATIONS:**

We may use or disclose health information about you without your permission for the following purposes, subject to all applicable legal requirements and limitations.

**As Required By Law:** We will disclose health information about you when required to do so by federal, state, or local law.

**To Avert A Serious Threat To Health Or Safety:** We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

**Research:** We may use and disclose health information about you for research projects that are subject to a special approval process. We will ask you for your permission if the researcher will have access to your name, address, or other identifying information that reveals who you are or will be involved in your care at the clinic.

**Business Associates:** We may disclose your health information to our business associates that perform functions on our behalf to provide us with services if the information is necessary for such functions or services. For example, we may use another company to perform billing services on our behalf. All of our business associates are obligated to protect the privacy of your information and are not allowed to use or disclose your information in any other way than as specified in our contract.

**Public Health Risks:** We may disclose your health information for public health activities. These activities generally include disclosures to prevent or control disease, injury or disability, report births and deaths, report child abuse or neglect, report reactions to medications or problems with products, notify people of recalls of products they may be using, a person who may have been exposed to a disease or may be at risk of contracting or spreading a disease or condition, and the appropriate government authority if we believe a patient has been the victim of abuse, neglect, or domestic violence. We will only make this disclosure if you agree or when required or authorized by law. Additionally, if you are requesting a rapid HIV test, your birth date, sex/gender, and self-reported sexual and drug use factors may be reported to the Wyoming Department of Health – Communicable Disease Unit, even if your test is negative.

**Health Oversight Activities:** We may disclose your health information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

#### **OTHER USES AND DISCLOSURES OF HEALTH INFORMATION:**

We will not use or disclose your health information for any purpose other than those identified in the previous sections without specific, written authorization. We must obtain your authorization separate from any consent we may have obtained from you. If you give us authorization to use or disclose health information about you, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose information about you for the reasons covered by your written authorization, but we cannot take back any uses or disclosures already made with your permission.

#### **YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION**

You have the following rights regarding health information we maintain about you:

**Right to Inspect and Copy:** You have the right to inspect and copy your health information, such as medical and billing records, that we use to make decisions about your care. You must submit a written request to our privacy official, Scott Cheney, in order to inspect and/or copy your health information. If you request a copy of the information, we may charge a fee for the costs of copying, mailing, or other associated supplies. We may deny your request to inspect and/or copy your health information in certain limited circumstances. If you are denied access to your health information, you may ask that the denial be reviewed. If such a review is required by law, we will select a licensed health care professional to review your request and our denial. The person conducting the review will not be the person who denied your request, and we will comply with the outcome of the review.

**Right to Amend:** If you believe health information that we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment as long as the information is kept in this office.

To request an amendment, complete and submit a Medical Record Amendment/Correction Form to our privacy official, Scott Cheney. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

1. We did not create; unless the person or entity that created the information is no longer available to make the amendment.
2. Is not part of the health information that we keep.
3. You would not be permitted to inspect and copy.
4. Is accurate and complete.

**Right to An Accounting of Disclosures:** You have the right to request an “accounting of disclosures.” This is a list of the disclosures we made of medical information about you for purposes other than treatment, payment, and health care operations. To obtain this list, you must submit your request in writing to our privacy official, Scott Cheney. It must state a time period, which may not be longer than 6 years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper or electronically). We may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at the time before any costs are incurred.

**Right to Request Restrictions:** You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment, or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for it, for example a family member or friend. For instance, you could ask that we not use or disclose information about a surgery you had.

**We Are Not Required to Agree to Your Request:** If we do not agree, we will comply with your request unless the information is needed to provide you with emergency treatment.

To request restrictions, you may complete and submit the Request for Restriction on Use/Disclosure Of Medical Information to our privacy official, Scott Cheney.

**Right to Request Confidential Communications:** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail.

To request confidential communications, you may complete and submit the Request for Restriction on Use/Disclosure of Medical Information and/or Confidential Communication to our privacy official, Scott Cheney. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

**Right to A Paper Copy of This Notice:** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive it electronically, you are still entitled to a paper copy. To obtain a copy, contact any personnel in our office.

**CHANGES TO THIS NOTICE:**

We reserve the right to change this notice and make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. We will post a summary of the current notice in the office with its effective date in the bottom right-hand corner. You are entitled to a copy of the notice currently in effect.

**Complaints:**

If you believe your privacy rights have been violated, you may file a complaint without office or with the Secretary of the Department of Health and Human Services. To file a complaint with our office, contact Scott Cheney, Program Director and Privacy Officer at the number listed on the front of this notice. You will not be penalized for filing a complaint.