

ACCESS HEALTH

Concierge Care

Kathleen Whisman, MD • Elizabeth Flower, MD



SEBASTOPOL

URGENT CARE

www.sebuc.org

| (707) 509-5961

HIPPA Notice of Privacy Practices

Effective August 2021

Revised May 2022

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

Please review carefully.

This Notice of Privacy Practices is NOT an authorization. This Notice of Privacy Practices describes how we, our business Associates, and their subcontractors, may use and disclose your protected health information (PHI) to carry out treatment, payment, or healthcare operations (TPO) and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. Protected Health Information is information about you, including your demographic information, that may identify you and that relates to your past, present or future physical or mental health condition and related healthcare services.

Uses and Disclosure of Protected Health Information

Your Protected Health Information may be used and disclosed by your physician, our office staff and others outside our office that are involved in your care and treatment for the purpose of providing healthcare services to you, to pay your healthcare bills, to support the operation of the physician's practice and any other use required by law.

Treatment: We will use and disclose your protected health information to provide, coordinate, or manage your healthcare and any related services. This includes the coordination or management of your health care with a third party. For example, your protected health information may be provided to a physician to whom you have been referred to ensure that the physician has the necessary information to diagnose or treat you.

Payment: Your protected health information will be used, as needed, to obtain payment for healthcare services. For example, obtaining approval for a hospital stay may require that your relevant protected health information be disclosed to the health plan to obtain approval for the hospital admission.

Healthcare Operations: We may disclose, as needed, your protected health information to support the business activities of your physician's practice. These activities, but are not limited to, quality assessment, employee review, training of medical students, licensing, fundraising, and conducting or arranging for other business activities. For example, we may disclose your protected health information to medical school students that see patients in our office. In addition, we may use a sign in sheet at the registration desk where you will be asked to sign your name and indicate your physician. We may also call you by name in the waiting room when your physician is ready to see you. We may disclose your protected health information, as necessary, to contact you to remind you of your appointment, and inform you about your treatment alternatives or other health related benefits and services that may be of interest to you. If we use or disclose your protected health information for fundraising activities, we will provide you the choice to opt out of those activities. May choose to opt back in.

We may use or disclose your protected health information in the following situations with your authorization. These situations include as required by law, public health issues as required by law, communicable diseases, health



oversite, abuse, neglect, food and drug administration requirements, legal proceedings, law enforcement, coroners, funeral directors, organ donation, research, criminal activity, military activity and national security, workers compensation, inmates and other required uses and disclosures. Under the law, we must make disclosures to you upon your request. Under the law, we must also disclose your protected health information when required by the Secretary of Department of Health and Human Services to investigate or determine our compliance with the requirements under section 164.500.

Uses and Disclosures that Require your Authorization

Other Permitted and Required uses and Disclosures will be made only with your consent, authorization, or opportunity to object unless required by law. Without your authorization, we are expressly prohibited to use or disclose your protected health information for marketing purposes. We may not sell your protected health information without your authorization. We may not use or disclose most psychotherapy notes contained in your protected health information. We will not use or disclose any of your protected health information that contains genetic information that will be used for underwriting purposes.

You may revoke the authorization at any time, in writing, except to the extent that your physician or the physicians practice has taken action in reliance on the use or disclosure indicated in the authorization.

Your Rights

The following are statements of your rights with respect to your protected health information.

You have the right to inspect and copy your protected health information (fees may apply) – Pursuant to your written request, you have the right to inspect or copy your protected health information whether in paper or electronic format. Under federal law, however, you may not inspect or copy the following records: Psychotherapy notes, information compiled in reasonable anticipation of, or used in, a civil, criminal, or administrative action or proceeding, protected health information restricted by law, information that is related to medical research in which you have agreed to participate, information whose disclosure may result in harm or injury to you or to another person, or information that was obtained under promise of confidentiality.

You have the right to request a restriction of your protected health information – This means you may ask us not to disclose any part of your protected health information for the purposes of treatment, payment, or healthcare operations. You may also request that any part of your protected health information not be disclosed to a family member or friends who may be involved in your care or for notification purposes as described in this notice of Privacy Practices. Your request must state specific restrictions requested and to who you want the restrictions to apply. Your physician is not required to agree to your requested restriction except if you request that your physician not disclose protected health information to your health plan with respect to your healthcare for which you have paid in full out of pocket.

You have the right to request to receive confidential communications – You have the right to request confidential communication from us by an alternative means or at an alternative location. You have the right to obtain a paper copy of this notice from us, upon request, even if you have agreed to accept this notice alternatively, i.e., electronically.

You have the right to request an amendment to your protected health information – if we deny your request for amendment, you have the right to file a statement of disagreement with us and we may prepare rebuttal to your statement and will provide you with a copy of any such rebuttal.

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You have the right to receive an accounting of certain disclosures – You have the right to receive an accounting of disclosures, paper, electronic, except disclosures: pursuant to an authorization, for purposes of treatment, payment, healthcare operations; required by law, that occurred prior to August 2021 or six years prior to the date of request.

You have the right to receive notice of a breach – We will notify you if your unsecured protected health information has been breached.

You have the right to obtain a paper copy of this notice from use even if you have agreed electronically. We have the right to change the terms of this notice and will notify you of such changes on the following appointment. We will also make available copies of our new notice if you wish to obtain one.

Complaints

You may complain to us or the Secretary of Health and Human Services if you believe your rights have been violated by us. You may file a complaint with us by notifying our Compliance Officer of your complaint. **We will not retaliate against you for filing a complaint.**

HIPPA Compliance Office: Lejai Olsen, Practice Manager
Email: LejaiOlsen@sebuc.org

Phone: 707-509-5961

We are required by law to maintain the privacy of, and provide individuals with, this notice of our legal duties and privacy practices with respect to protected health information. We are also required to abide by the terms of notice currently in effect. If you have any questions in reference to this form, please ask to speak with our HIPPA Compliance Officer in person, email, or phone. Please sign the accompanying "Acknowledgment" form. Please note that by signing the Acknowledgment form you are only acknowledging that you have received or been given the opportunity to receive a copy of your Notice of Privacy Practices.