

Crown Mountain Women's Health

1298 South Chestatee St.
Dahlonega, GA 30533
(706) 864-3400

HIPAA Privacy Policies and Procedures

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

WE HAVE A LEGAL DUTY TO SAFEGUARD YOUR PROTECTED HEALTH INFORMATION

We are required to protect the privacy of your health information. We call this “protected health information” or “PHI” for short, and it includes information that can be used to identify you. We must provide you with this notice about our privacy practices that explains how, when, and why we use and disclose your PHI. With some exceptions, we may not use or disclose any more of your PHI than is necessary to accomplish the purpose of the use or disclosure.

USES AND DISCLOSURES

Treatment. Your health information may be used by staff members or disclosed to other health care professionals for the purpose of evaluating your health, diagnosing medical conditions, and providing treatment. For example, results of laboratory tests and procedures will be available in your medical record to all health professionals who may provide treatment or who may be consulted by staff members.

Payment. Your health information may be used to seek payment from your health plan, from other sources of coverage, such as an automobile insurer, or from credit card companies that you may use to pay for services. For example, your health plan may request and receive information on dates of service, the services provided, and the medical condition being treated.

Health care operations. Your health information may be used as necessary to support the day-to-day activities and management of Crown Mountain Women's Health. For example, information on the services you received may be used to support budgeting and financial reporting, and activities to evaluate and promote quality.

Law enforcement. Your health information may be disclosed to law enforcement agencies, without your permission, to support government audits and inspections, to facilitate law-enforcement investigations, and to comply with government mandated reporting. For example, we make disclosures when a law requires that we report information to government agencies and law enforcement personnel about victims of abuse, neglect, or domestic violence; when dealing with gunshot or other wounds; or when ordered in judicial or administrative proceedings.

Public health reporting. Your health information may be disclosed to public health agencies as required by law. For example, we are required to report certain communicable diseases to the state's public health department.

ADDITIONAL USES OF INFORMATION

Appointment reminders. Your health information will be used by our staff to notify you with appointment reminders.

Information about treatment. Your health information may be used to send you information on the treatment and management of your medical condition that you may find to be of interest. We may also send you information describing other health-related goods and services that we believe may be of interest to you.

INDIVIDUAL RIGHTS

You have certain rights under the federal privacy standards. These include:

- **The right to request restrictions on the use and disclosure of your protected health information.** You have the right to ask that we limit how we use and disclose your PHI. We will consider your request but are not legally required to accept it. If we accept your request, we will put any limits in writing and abide by them except in emergency situations. You may not limit the use and disclosure that we are legally required or allowed to make.
- **The right to receive confidential communications concerning your medical condition and treatment.**
- **The right to inspect and copy your protected health information.**
- **The right to amend or submit corrections to your protected health information.**
- **The right to get a list of the disclosures we have made.** You have a right to get a list of instances in which we have disclosed your PHI. The list will not include uses or disclosures that you have already consented to, such as those made for treatment, payment, or health care operations, directly to you or your family, or in our facility directly. The list also won't include disclosures made to law enforcement personnel.
- **The right to choose how we send protected health information to you.** You have the right to ask that we send information to you to an alternate address or by alternate means. For example, e-mail instead of regular mail. We must agree to your request so long as we can easily provide it in the format you requested.
- **The right to receive a printed copy of this notice.**

RIGHT TO REVISE PRIVACY PRACTICES

As permitted by law, we reserve the right to amend or notify our privacy policies and practices. These changes in our policies and practices may be required by changes in federal and state laws and regulations. Whatever the reason for these revisions, we will provide you with a revised notice on your next office visit. The revised policies and practices will be applied to all protected health information that we maintain.

REQUEST TO INSPECT PROTECTED HEALTH INFORMATION

As permitted by federal regulation, we require that requests to inspect or copy protected health information be submitted in writing. You may obtain a form to request access to your records by contacting the Front Desk Receptionist or Privacy Officer. In certain situations, we may deny your request. If we do, we will explain to you and put in writing our reasons for the denial along with other alternatives available to have your records released. You have the right to have the denial reviewed. There may be charges for the copies made.

COMPLAINTS

If you would like to submit a comment or complaint about our privacy practices, you can do so by sending a letter outlining your concerns to:

Privacy Officer
Crown Mountain Women's Health
1298 S. Chestatee St.
Dahlonega, GA 30533
(706) 864-3400

If you believe that your privacy rights have been violated, you should call the matter to our attention by sending a letter describing the cause of your concern to the same address. You may also send a written complaint to the Secretary of the Department of Health and Human Services. You will not be penalized or otherwise retaliated against for filing a complaint. For any further information concerning our privacy practices please contact: Linda Carter, Privacy Officer, as listed above.

As a patient of Crown Mountain Women's Health, we value your privacy and will do all we can to protect you and your information.