

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 IT CAREFULLY.

At Family Health Services (FHS), we believe your health information is personal. We keep records of the care and services that you receive at our facilities. We are committed to keeping your health information private, and we are required by law to respect your confidentiality.

This notice describes the privacy practices of FHS. This notice applies to all of the health information that identifies you and the care you receive at FHS facilities.

Your health information may consist of paper, digital or electronic records but could also include photographs, videos and other electronic transmissions or recordings that are created during your care and treatment.

Federal and state laws require FHS to protect your health information and federal law requires us to describe to you how we handle that information. When federal and state privacy laws are different and conflict, and the state law is more protective of your information or provides you with greater access to your information, then we will follow state law.

FAMILY HEALTH SERVICES FACILITIES

All of our offices follow the terms of this notice. A complete list of Family Health Services locations are listed on our website: www.familyhs.org or may be obtained by calling 419-502-2800.

The doctors and other caregivers at FHS who are not employed by FHS exchange information about you as a patient with FHS employees. In connection with the health care that these health care practitioners provide to you outside of FHS, they may also give you their own privacy notices that describe their office practices. All of these hospitals, doctors, entities, foundations, facilities, and services may share your health information with each other for reasons of treatment, payment, and health care operations as described below.

HOW FAMILY HEALTH SERVICES MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

When you become a patient of FHS, we will use your health information within FHS and disclose your health information outside FHS for the reasons described in this Notice. The following categories describe some of the ways that we will use and disclose your health information.

Treatment. We use your health information to provide you with health care services. We may disclose your health information to doctors, nurses, technicians, medical or nursing students, or other persons at FHS who need the information to take care of you. For example, a doctor treating you for a broken leg may need to ask another doctor if you have diabetes because diabetes may slow the leg's healing process. This may involve talking to doctors and others not employed by us. We also may disclose your health information to people outside FHS who may be involved in your

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health care, such as treating doctors, home care providers, pharmacies, drug or medical device experts, and family members.

Payment. We may use and disclose your health information so that the health care you receive can be billed and paid for by you, your insurance company, or another third party. For example, we may give information about a visit you had here to your health plan so it will pay us or reimburse you for the visit. We may also tell your health plan about a treatment you are going to receive so we can get prior payment approval or learn if your plan will pay for the treatment.

Health Care Operations. We may use your health information and disclose it outside FHS for our health care operations. These uses and disclosures help us operate FHS to maintain and improve patient care. For example, we may use your health information to review the care you received and to evaluate the performance of our staff in caring for you. We also may combine health information about many patients to identify new services to offer, what services are not needed, and whether certain therapies are effective. We may also disclose information to doctors, nurses, technicians, medical students, and other persons at FHS for learning and quality improvement purposes. We may remove information that identifies you so people outside FHS can study your health data without knowing who you are.

Contacting You. We may use and disclose health information to reach you about appointments and other matters. We may contact you by mail, telephone or email. For example, we may leave voice messages at the telephone number you provide us with, and we may respond to your email address.

Health Information Exchanges. We may participate in certain health information exchanges whereby we may disclose your health information, as permitted by law, to other health care providers or entities for treatment. A full list of these arrangements can be obtained by calling the Family Health Services Quality Office at 419-502-2800.

Organized Health Care Arrangements. We may participate in joint arrangements with other health care providers or health care entities whereby we may use or disclose your health information, as permitted by law, to participate in joint activities involving treatment, review of health care decisions, quality assessment or improvement activities, or payment activities. A full list of these arrangements can be obtained by calling the Family Health Services Quality Office at 419-502-2800.

Health-Related Services. We may use and disclose health information about you to send you mailings about health-related products and services available at FHS.

Public Health and Safety. We will disclose health information about you outside FHS when required to do so by federal, state, or local law, or by the court process. We may disclose health information about you for public health and safety reasons, like reporting births, deaths, child abuse or neglect, reactions to medications or problems with medical products. We may release health information to help control the spread of disease or to notify a person whose health or safety may be threatened. We may disclose health information to a health oversight agency for activities

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authorized by law, such as for audits, investigations, inspections, and licensure. We also may disclose health information about you in the event of an emergency or for disaster relief purposes.

AUTHORIZATIONS FOR OTHER USES AND DISCLOSURES

As described above, we will use your health information and disclose it outside FHS for treatment, payment, health care operations, and when required or permitted by law. We will not use or disclose your health information for other reasons without your written authorization. For example, most uses and disclosures of psychotherapy notes, uses and disclosures of health information for certain marketing purposes, and disclosures that constitute a sale of health information require your written authorization. These kinds of uses and disclosures of your health information will be made only with your written authorization. You may revoke the authorization in writing at any time, but we cannot take back any uses or disclosures of your health information already made with your authorization.

Ohio, as well as federal law, may require that we obtain your consent for certain disclosures of health information about the following: the performance or results of an HIV test or diagnoses of AIDS or an AIDS-related condition, genetic test results, drug or alcohol treatment that you have received as part of a drug or alcohol treatment program.

YOUR RIGHTS REGARDING HEALTH INFORMATION

Right to Amend. If you feel that health information we have about you is incorrect or incomplete, you have the right to ask us to amend your medical records. Your request for an amendment must be in writing, signed, and dated. It must specify the records you wish to amend, and give the reason for your request. We may deny your request; if we do, we will tell you why and explain your options. FHS will respond to you within 60 days. You must address your request to the Health Information Management [HIM] department of FHS:

Mail should be addressed to the HIM Department, Family Health Services, 1912 Hayes Ave., Sandusky, Ohio 44870.

Right to Inspect and Obtain Copy. You have the right to inspect and obtain a copy of your completed health records unless your doctor believes that disclosure of that information to you could harm you. You may not see or get a copy of information gathered for a legal proceeding. Your request to inspect or obtain a copy of the records must be submitted in writing, signed and dated, to the HIM department of the FHS. We may charge a fee for processing your request. If FHS denies your request to inspect or obtain a copy of the records, you may appeal the denial in writing to the FHS Quality Office at the following address: Quality Office, Family Health Services, 1912 Hayes Ave, Sandusky Ohio 44870.

Right to Request Restrictions. You have the right to ask us to restrict the uses or disclosures we make of your health information for treatment, payment, or health care operations, but we do not have to agree in most circumstances. However, if you pay out of pocket and in full for a health care item or service, and you ask us to restrict the disclosures to a health plan of your health information relating solely to that item or service, we will agree to the extent that the disclosure to the health

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plan is for the purpose of carrying out payment or health care operations and the disclosure is not required by law. You also may ask us to limit the health information that we use or disclose about you to someone who is involved in your care or the payment for your care, such as a family member or friend. Again, we do not have to agree. A request for a restriction must be signed and dated, and you must identify the FHS Facility that maintains the information. The request should also describe the information you want restricted, say whether you want to limit the use or the disclosure of the information or both, and tell us who should not receive the restricted information. You must submit your request in writing to the HIM department of the FHS facility that maintains the information you want restricted. We will tell you if we agree with your request or not. If we do agree, we will comply with your request unless the information is needed to provide you with emergency treatment.

Right to Request Confidential Communications. You have the right to request that we communicate with you about your health in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail. Your request for confidential communications must be in writing, signed, and dated. It must identify the FHS facility making the confidential communications and specify how or where you wish to be contacted. You need not tell us the reason for your request, and we will not ask. You must send your written request to the HIM department of the FHS facility making the confidential communications. We will accommodate all reasonable requests.

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 this Notice electronically, you are still entitled to a paper copy. You may obtain a paper copy of this Notice at any of our facilities or by calling the FHS Quality Office at 419-502-2800. You also can view this Notice at our website, www.familyhs.org

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with the FHS Quality Office or with the Secretary of the U.S. Department of Health and Human Services. To file a complaint with FHS, you must submit your complaint in writing to the Quality Office, Family Health Services, 1912 Hayse Ave, Sandusky OH 44870. You will not be penalized for filing a complaint.

CHANGES TO THIS NOTICE

FHS may change this Notice at any time. Any change in the Notice could apply to health information we already have about you, as well as any information we receive in the future. We will post a copy of the current Notice at each of our facilities and on our website, www.familyhs.org

QUESTIONS

If you have questions about this Notice, you may call the FHS Office at 419-502-2800. A current list of FHS facilities may be found on our websites at, www.famiyhs.org