



West Side
Community Health Services

Notice of Health Information Privacy Practices

This notice explains how your health information may be used and shared with others, and how you can access your health records. Please read it carefully.

Your health record is important!

Your health record helps us take good care of you.

Each time you visit your clinic or a hospital to receive care, a record is made of what happened. That record includes:

- what you tell the provider;
- what s/he finds, including any test results, illnesses or injuries;
- what was done for you; and
- a plan for future care.

Your record allows your health team to plan for your care.

Your health record is also used:

- **As a legal record.**
- **For billing** you and/or your insurance company. Billing information may tell why you were seen and what was done to help you.
- **To contact you** to remind you of appointments, give test results, etc.
- **To improve** the care we provide. For example, we may look at the care you and others like you received and what happened so we can continue to learn what works best.

Your Rights

Your health record belongs to your clinic. The information in it belongs to you.

You have the right to:

- **Look at and ask for a copy** of your health record. You need an appointment to review your record with your care provider.
- **Get a list of where and to whom** your information has been sent for reasons other than treatment, billing or improving health care.
- **Ask to limit the uses** of your record and with whom we share it.
- **Change your mind** about sharing your information with others.
- **Ask to be contacted** at a specific phone number or address. The front desk staff can make these changes to your record.
- **Ask for a correction or change.**

Sometimes, requests to limit the sharing of information or to correct or change health records are denied. This happens only when it is not practical to do so or when we believe the result would be harmful to your care. Ask clinic staff to make these requests.

Our Responsibilities

West Side Community Health Services is required by law to:

- **Keep your health record private.** We will not give out your health information without your permission, except as described here.
- **Tell you** if we are unable to agree to a request.
- **Give you this notice and do what we say we will do.**
- **Require all those we hire to follow privacy policies.** This includes companies we hire to do work such as lab testing and copying health records.

If our privacy practices change, we will post the changes in the lobby. You can ask for a copy of the current privacy notice at any time in any of our clinics.

Sometimes, we may need to provide your health information without your permission:

- **Required by law.** For example, we are required to provide records that have been legally ordered for court (subpoenaed).
- **Public health.** Law requires that we report certain illnesses to public health or law enforcement officials whose job it is to prevent or control disease, injury, or disability.
- **Food and Drug Administration.** We may need to tell the FDA about problems with drugs or products.
- **Workers' compensation** may legally require your health records.

If you have questions or complaints or if you feel your privacy rights have been violated, ask to speak to the clinic manager. You will not be treated differently by our staff if you make a complaint.

You may also file a complaint with the government Office for Civil Rights. Forms and instructions can be found on the Internet at: <http://www.hhs.gov/ocr/hipaahowto.pdf>.