



Heart of Ohio Family Health Centers™ Notice of Privacy Practices

This notice describes how individually identifiable information about you will be used and disclosed and how you can get access to this information. Please review it carefully.

Heart of Ohio Family Health Centers understands that your information is highly personal and it is committed to safeguarding your protected health information. It is required by law to maintain the privacy of individually identifiable patient health information. This information is *protected health information* and is referred to in this notice as *PHI* to provide you with an explanation of how we handle your personal information. We will only use or disclose your PHI as permitted or required by applicable state or federal law. Heart of Ohio Family Health Centers can help you understand our privacy practices and your rights. Please ask us for assistance if you have any questions after reviewing this document.

PERMITTED USES AND DISCLOSURES OF YOUR HEALTH INFORMATION:

Treatment: Heart of Ohio Family Health Centers will use and disclose your PHI to those who have a legitimate need for such information the provision and coordination of your health care which may include physicians, nurses, technicians, students or other health care providers. This information is provided to carry out treatment functions at Heart of Ohio Family Health Centers which includes consultations or referrals with other providers or agencies. PHI may be used or disclosed to obtain X-rays, laboratory work, prescriptions, or other ancillary services related to your treatment.

Treatment Alternatives and Health Promotion Activities: Heart of Ohio Family Health Centers may use and disclose your PHI to inform you of and assist you in identifying and obtaining resources or recommend possible treatment options, alternatives, or other health related benefits and services that will be of interest to you. The communication will explain how products or services relate to your well being and can improve your health. Heart of Ohio Family Health Centers may use your name and address to send you newsletters or general communication. These materials are sent only to persons who are on a list that Heart of Ohio Family Health Centers purchases from an outside vendor or from the database of donors and not from patient information Heart of Ohio Family Health Centers collects unless you specifically acknowledge permission.

Payment: Heart of Ohio Family Health Centers will use and disclose PHI about you for our payment purposes to insurance companies and companies that we engage in obtaining payment for care for items such as: determining coverage, eligibility, billing, and reimbursement. Heart of Ohio Family Health Centers may provide limited information for the billing purposes of other providers involved in your medical care.

Health Care Operations: Heart of Ohio Family Health Centers will use and disclose your PHI during routine health

care operations including quality of care assessment and improvement activities; utilization review; activities to coordinate your care; legal, regulatory, accreditation and licensure activities; reviewing the performance or qualifications of health care providers for credentialing and evaluation purposes; conducting medical and nursing training and education programs; and medical review.

Appointment Reminders: Heart of Ohio Family Health Centers may use and disclose PHI to contact you as a reminder that you have an appointment for treatment of medical care at one of our facilities.

Disaster Relief: Unless you request a restriction or limitation, we may disclose your medical information to a public or private entity authorized by law or by charter to assist in disaster relief efforts.

Inmates: If you are an inmate of a correctional institute or under the custody of a law enforcement officer, Heart of Ohio Family Health Centers will release your PHI to the correctional institute or law enforcement official.

Law Enforcement Purposes: Heart of Ohio Family Health Centers will disclose your PHI for law enforcement purposes, such as responding to a court order or subpoena, identifying a suspect or a missing person, or providing information about a crime victim or criminal conduct.

Required by Law: Heart of Ohio Family Health Centers will disclose PHI about you when required to do so by federal, state, or local law. Such examples could be for the purposes of reporting infectious diseases, neglect and abuse as required by law. Heart of Ohio Family Health Centers is also required to collect and/or provide information for judicial and administrative proceedings, and specialized governmental functions, to process Worker's Compensation claims, for vital statistics purposes, and to health oversight agencies. Ohio law offers greater protections which are addressed in the following statutes governing specific entities or medical conditions: hospital, insurance records, and mental health records. All of Ohio's state laws regarding its consent requirement continue to apply.

State law also allows the disclosure of PHI regarding the following specific conditions: anatomical gifts, cancer registry, genetic information, HIV / AIDS testing, long-term care residents, mental illness and mental retardation. Heart of Ohio Family Health Centers will abide by the most stringent state and federal laws.

FDA Regulated Products: Heart of Ohio Family Health Centers will use or disclose your PHI for activities related to the safety or effectiveness of FDA regulated products or activities. This information is collected and reported to track and facilitate product recalls and adverse events. Any patient receiving a medical device subject to FDA tracking requirements may refuse to disclose identifying information.

Coroners, Medical Examiners, Funeral Directors: Heart of Ohio Family Health Centers will release, if necessary, your PHI to a coroner, funeral director, or medical examiner, if required in their line of duty.

Organ Procurement: Heart of Ohio Family Health Centers will release PHI to an organ procurement organization or entity or organ, eye, or tissue donation purposes.

Health or Safety: Heart of Ohio Family Health Centers will use and disclose PHI to avert a serious threat to the health and safety of a person or the public.

Marketing / Fundraising: Heart of Ohio Family Health Centers does not share your PHI with companies that sell health care products or services, such as drug companies. Heart of Ohio Family Health Centers does maintain a database of individuals who have donated to Heart of Ohio Family Health Centers.

Research: Heart of Ohio Family Health Centers may use or disclose your PHI as part of research that includes providing you with treatment. For example, if you are part of a research study that includes treatment, Heart of Ohio Family Health Centers may require that you sign an authorization to allow the researchers to use or disclose your PHI for this research. Those research studies that do not require your authorization to disclose your information must go through a special approval process.

Other Uses: any other uses or disclosures will be made only with your written authorization.

PATIENT HEALTH INFORMATION RIGHTS

Although all records concerning your treatment at Heart of Ohio Family Health Centers are the property of Heart of Ohio Family Health Centers, you have the following rights concerning your PHI:

Right to Confidential Communications: You have the right to receive confidential communications of your PHI by alternative means or at alternative locations. For example, you may request that Heart of Ohio Family Health Centers only contact you at work or by mail.

Right to Request Restrictions: You have the right to request restrictions on certain uses and disclosures of your PHI:

- ✓ to carry out treatment, payment of health care operations functions; or
- ✓ to family members, relatives, close personal friend, or other individuals involved in your care

Heart of Ohio Family Health Centers will consider your request, but is not required agreeing to your request restrictions.

Right to Inspect and Copy: With some exceptions you have the right to inspect and copy information about your PHI as long as we maintain the information. In certain limited circumstances, Heart of Ohio Family Health Centers may deny your request. Copying requires that you pay a reasonable copying charge.

Right to Amend: With some exceptions you have the right to request an amendment to your PHI for as long as Heart of Ohio Family Health Centers maintains the information.

Right to Accounting: With some exceptions you have a right to receive an accounting of certain disclosures of your PHI that Heart of Ohio Family Health Centers has made.

Right to Receive a Copy of this Notice: You have the right to receive a paper copy of this Notice of Privacy Practices, upon request.

SHARING AND JOINT USE OF YOUR HEALTH INFORMATION:

In the course of providing care to you and in furthering Heart of Ohio Family Health Centers mission to improve the health of the community, Heart of Ohio Family Health Centers will share your PHI with other organizations, as described below, who have agreed to abide by the terms described in this notice.

Business Associates: Heart of Ohio Family Health Centers will share PHI with business associates that are contracted to perform certain business functions for Heart of Ohio Family Health Centers. These arrangements require business associates to keep your information confidential.

Complaints: If you believe your privacy rights have been violated, you may file a complaint with Heart of Ohio Family Health Centers or with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing to Heart of Ohio Family Health Centers, 882 S. Hamilton Road, Columbus, Ohio 43213. Heart of Ohio Family Health Centers assures you that there will be no retaliation for filing a complaint.

Further Information: To obtain additional information, please contact Heart of Ohio Family Health Centers's Privacy Official at (614) 338-6805.

Changes to this Notice: Heart of Ohio Family Health Centers will abide by the terms of this notice currently in effect for PHI in our possession including medical records generated by us. Heart of Ohio Family Health Centers reserves the right to change the terms of its notice and to make the new notice provisions effective for all PHI it maintains. You will receive the most current notice at your next scheduled visit. We are required to post this notice in a prominent location within our facilities.