

Our Responsibilities

We are required by law to:

- Maintain the privacy and security of your protected health information (PHI).
- Provide you with this Notice describing our legal duties and privacy practices.
- Follow the terms of this Notice currently in effect.
- Notify you if a breach occurs that may have compromised the privacy or security of your PHI.

How We May Use and Disclose Health Information Without Your Authorization

We may use or share your PHI for the following purposes allowed by 45 CFR 164.512:

- Treatment: To provide and coordinate your healthcare.
- Payment: To bill and collect payment for services.
- Healthcare Operations: For activities like quality improvement, staff training, and audits.
- Public Health and Safety: To prevent or control disease, report adverse events, or help with product recalls.
- Law Enforcement and Legal Requirements:
 - o As required by state or federal law, e.g. to report abuse or neglect;
 - o to comply with public health agencies to conduct investigations or inspection;
 - o respond to court orders, subpoenas, or government requests.
- Organ and Tissue Donation.
- Research: Under limited circumstances and with safeguards.
- To Avert Serious Threats: If needed to prevent a serious threat to health or safety.
- Specialized Government Functions: Such as military, national security, or correctional activities.
- Workers' Compensation.
- Idaho Health Data Exchange (IHDE): Heritage Health shares your health information (like lab results, x-rays, and doctor notes) with the IHDE so your care team can work together. If you don't want your information shared, you can "Opt-Out" by completing the form at www.idahohde.org and sending it by fax or mail.

Disclosure to Person Involved in Your Care

Unless you tell us otherwise, we may share relevant health information with family, friends, or others involved in your care or payment of your care. If you object, please notify our Privacy Officer.

Your Rights

You have the right to:

- Access: Inspect or get a copy of your medical and billing records.
- Amend: Request an amendment to your records if you believe they are incorrect or incomplete.
- Restrictions: Ask us to limit how we use or share your PHI (we are not always required to agree).
- Confidential Communications: Request that we contact you in a specific way (for example, at work instead of home).

- Accounting of Disclosures: Receive a list of certain disclosures we have made of your PHI.
- Copy of This Notice: Request a paper copy at any time.
- File a Complaint: If you believe your privacy rights have been violated, you may contact us or the U.S. Department of Health and Human Services. We will not retaliate against you for filing a complaint.

Substance Use Disorder (SUD) Treatment Records – Special Protections

We may receive records from a Substance Use Disorder (SUD) treatment program that are protected under 42 CFR Part 2. These records have extra privacy protections:

- If you sign a general consent for your SUD records to be used or disclosed, we may use and share those records for treatment, payment, and healthcare operations (TPO), consistent with HIPAA, until you revoke your consent in writing.
- Your SUD records cannot be used in civil, criminal, administrative, or legislative proceedings against you without your written consent or a specific court order.
- You may revoke your consent for use or disclosure of your SUD records at any time in writing.

Changes to This Notice

We may change this Notice at any time. The revised Notice will apply to all PHI we maintain. When we make a significant change, we will post the new Notice at our clinics, on our website, make it available to you upon request. This notice became effective January 1, 2016.

Complaints and Contact Information

If you have questions, need more information, or want to file a complaint, please contact:

Privacy Officer
Judy Backhaus, CHC, MBA
P.O. Box 1387 Hayden, ID 83835-1387
Phone: 208-215-2128
Email: privacy@myheritagehealth.org

All complaints must be in writing.

You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Instructions are available at: <https://www.hhs.gov/ocr>.

We will not retaliate against you for filing a complaint.