



77 W. Forest Ave. Ste. 101 Flagstaff, AZ 86001

## PRIVACY AND CONFIDENTIALITY POLICY

Effective date April 14<sup>th</sup>, 2003

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 (PHI).**

- We are legally required to protect the privacy of your health information. We call this information protected health information or PHI for short, and it includes information that can be used to identify you that we've created or received about your past, present or future health or condition, the provision of health care to you, or the payment of this healthcare. 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. We are legally required to follow the privacy practices that are described in this notice.

We do reserve the right to change the terms of this notice and our privacy policies at any time. Any changes will apply to the PHI we already have. Before we make any important change to our policies, we will promptly change this notice and post a new notice in Northern Arizona Radiology.

### **How we may use and disclose your protected health information.**

- We use and disclose health information for many different reasons. For some of these uses or disclosures, we need your specific authorization. Below, we describe the different categories of our uses and disclosures and give you some examples of each category.
  1. **For treatment.** We may disclose your PHI to physicians, nurses, medical students and other health care personnel who provide you with health care or are involved in your care. For example, if you're being treated for a knee injury, we may disclose your PHI to the physical rehabilitation facility in order to coordinate your care.
  2. **To obtain payment for your treatment.** We may disclose your PHI in order to bill and collect payment for the treatment and services provided to you. For example, we may provide portions of your PHI to our billing company and your health plan to get paid for the health care services provided to you. We may

also provide your PHI to our business associates, such as claims processing companies and others that may process our health care claims.

- 3. For health care operations.** We may disclose your PHI in order to operate this facility. For example, we may use your PHI in order to evaluate the quality of health care services that you received or to evaluate the performance of the health care professionals who provided the health care to you. We may also provide your PHI to our accountants, attorneys, consultants and others in order to make sure we are complying with the laws that affect us.

**Certain uses and disclosures do not require your authorization.** We may use and disclose your PHI without your authorization for the following reasons:

- 1. When a disclosure is required by federal, state or local law, judicial or administrative proceedings, or law enforcement.** 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 and other wounds; or when ordered in a judicial or administrative proceeding.
- 2. For public health activities.** For example, we report information about births, deaths and various diseases to government officials in charge of collecting that information, and we provide coroners, medical examiners, and funeral directors necessary information relating to an individual's death.
- 3. For health oversight activities.** For example, we will provide information to assist the government when it conducts an investigation or inspection of a health care provider or organization.
- 4. For purpose of organ donation.** We may notify organ procurement organizations to assist them in organ, eye or tissue donation and transplants.
- 5. For research purposes.** In certain circumstances, we may provide PHI in order to conduct medical research.
- 6. To avoid harm.** In order to avoid a serious threat to the health or safety of a person or the public, we may provide PHI to law enforcement personnel or persons able to prevent or lessen such harm.
- 7. For specific government functions.** We may disclose PHI of military personnel and veterans in certain situations. We may also disclose PHI for national security purposes, such as protecting the president of the United States or conducting intelligence operations.
- 8. For workers' compensation purposes.** We may provide PHI in order to comply with workers' compensation laws.

9. **Appointment reminder and health-related benefits or services.** We may use PHI to provide appointment reminders or give you information about treatment alternatives or other health care services or benefits we offer.

**Uses and disclosures require you to have the opportunity to object.**

1. **Disclosures to family, friends and others.** We may provide your PHI to a family member, friend or other person that you indicate as involved in your care or the payment of your health care, unless you object in whole or in part. The opportunity to consent may be obtained retroactively in emergency situations.

**All other uses and disclosures require your prior written authorization.** In any other situation not described in the above sections, we will ask for your written authorization before disclosing any of your PHI. If you choose to sign authorization to disclose your PHI, you can later evoke that authorization in writing to stop any future uses and disclosure (to the extent that we have not taken any action relying on the authorization).

**What rights you have regarding your protected health information.**

- **The right to request limits on uses and disclosures of your PHI.** You have the right to ask that we limit how to 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 uses and disclosures that we are legally required or allowed to make.
- **The right to choose how we send PHI to you.** You have the right to ask that we send information to you to an alternate address (for example, sending information to your work address rather than your home address) or by alternate means (for example, email instead of regular mail). We must agree to your request so long as we can easily provide it in the format you have requested.
- **The right to see and get copies of your PHI.** In most cases, you have the right to look at or get copies of your PHI that we have, but you must make the request in writing. If we don't have your PHI but we know who does, we will tell you how to get it. We will respond to you within 30 days after receiving your written request. In certain situations, we may deny your request. If we do, we will tell you in writing our reasons for the denial and explain your right to have the denial reviewed. If you request copies of your PHI, we may charge you for each page. Instead of providing the PHI you requested, we may provide you with a summary or an explanation of the PHI as long as you agree to that and the cost in advance.
- **The right to get a list of the disclosures we have made.** You have the right to get a list of the 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, to your family, or in our facility directory. The list also will not include uses or disclosures made for national security purposes, to corrections or law enforcement personnel, or before April 14<sup>th</sup>, 2003.

We will respond within 60 days of receiving your request. The list we will give you will include disclosures made in the last six years unless you request a shorter time. The list will include the date of the disclosure, to whom PHI was disclosed (including their address, if known), a description of the information disclosed, and the reason for disclosure. We will provide the list to you at no charge, but if you make more than one request in the same year, we will charge you for each additional request.

- **The right to correct or update your PHI.** If you believe that there is a mistake in your PHI or that a piece of important information is missing, you have the right to request that we correct the existing information or add the missing information. You must provide the request and your reason for the request in writing. We will respond with 60 days receiving your request. We may deny your request if the PHI is correct and complete, not created by us, not allowed to be disclosed, or not part of our records. Our written denial will state the reasons for the denial and explain your right to file a written statement of disagreement with the denial. If you don't file one, you have the right to request that your request and our denial be attached to all future disclosures of your PHI, tell you that we have done it, and tell others that need to know about the change to your PHI.

**Person to contact for information about this notice or to complain about our privacy policies.**

- If you have any questions about this notice or any complaints about our privacy practices or would like to know how to file a complaint with the Secretary of the Department of Health and Human Services, please contact:

Jim Vasquez  
77 W. Forest Ave. Ste. 101  
Flagstaff, AZ 86001  
928-773-2515

- If you think that we may have violated your privacy rights, or you disagree with a decision we made about access to your PHI, you may file a written complaint with the person listed above. You may also send a written complaint to the Secretary of the Department of Health and Human Services at:

Office for Civil Rights US  
Department of Health and Human Services  
50 United Nations Plaza, Room 322  
San Francisco, CA 94102

- We will take no retaliatory action against you if you file a complaint about our privacy practices.



