

# 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**

**Effective: April 11, 2003  
Version: 20030411**

*Please note: This brochure is prepared and provided to you in accordance with 45 CFR §164.520, a federal regulation.*

## **Rights, Obligations, Requests, and Complaints**

### Your Health Information Rights

Note: Exercising these rights requires a **written notice** or form which may be obtained from TriValley Primary Care, except as noted below.

You have the right to:

- request a restriction on certain uses and disclosures of your information as provided by 45 CFR §164.522; however, TriValley Primary Care is not required to agree to a requested restriction;
- obtain a paper copy of the notice of information practices (Notice of Privacy Practices) upon a verbal request;
- inspect and obtain a copy of your health record as provided for in 45 CFR §164.524 (state mandated fees will be assessed);
- amend your health record as provided in 45 CFR §164.526;
- request communications of your health information by alternative means or at alternative locations;
- revoke your authorization to use or disclose health information except to the extent that action has already been taken; and
- receive an accounting of disclosures made of your health information as provided by 45 CFR §164.528.

### Complaints

You may complain to TriValley Primary Care and to the U. S. Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against for filing a complaint.

## Obligations of TriValley Primary Care

TriValley Primary Care is required to:

- maintain the privacy of protected health information (PHI);
- provide you with this notice of its legal duties and privacy practices with respect to your health information;
- abide by the terms of this notice;
- notify you if we are unable to agree to a requested restriction on how your information is used or disclosed;
- accommodate reasonable requests you may make to communicate health information by alternative means or at alternative locations; and
- obtain your written authorization to use or disclose your health information for reasons other than those listed above and permitted under law.

### PREAMBLE

TriValley Primary Care uses health information about you for treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care that you receive.

Your health information is contained in a medical record that is the physical property of TriValley Primary Care.

### **How TriValley Primary Care May Use or Disclose Your Health Information**

*For Treatment.* TriValley Primary Care may use your health information to provide you with medical treatment or services. For example, a health care provider, such as a physician, nurse, or other person providing health services to you, will obtain information from you related to your medical complaint or treatment you seek and record it in your medical record. This information is necessary for health care providers to determine what treatment you should receive. Health care providers will also record actions taken by them in the course of your treatment and note how you respond to those actions. Also, by law, this information may be shared with other providers of your care.

*For Payment.* TriValley Primary Care may use and disclose your health information to others for purposes of receiving payment for treatment and services that you receive. For example, a bill may be sent to you or a third-party payor, such as an insurance company or health plan, or a collection agency, as necessary. The information on the bill may contain information that identifies you, your diagnosis, and treatment or supplies used in the course of treatment.

*For Health Care Operations.* TriValley Primary Care may use and disclose health information about you for operational purposes. For example, your health information may be disclosed to members of the medical staff, risk or quality improvement personnel, and others to:

- evaluate the performance of our staff;
- assess the quality of care and outcomes in your cases and similar cases
- learn how to improve our facilities and services;
- resolve grievances brought by you or your representative; and,

- determine how to continually improve the quality and effectiveness of the health care we provide.

*Reminders and Information.* TriValley Primary Care may use your information to provide you with appointment reminders by telephone leaving such information on your answering machine; or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

*Fund Raising.* Although very unlikely to do so, TriValley Primary Care reserves the right as provided by law to use your information to contact you to raise funds for TriValley Primary Care.

*Required by Law.* TriValley Primary Care may use and disclose information about you as required by law. For example, TriValley Primary Care may disclose information for the following purposes:

- for judicial and administrative proceedings pursuant to legal authority;
- to report information related to victims of abuse, neglect or domestic violence; and
- to assist law enforcement officials in their law enforcement duties.

*Public Health.* Your health information may be used or disclosed for public health activities such as assisting public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other health oversight activities.

*Decedents.* Health Information may be disclosed to funeral directors, coroners or medical examiners to enable them to carry out their lawful duties.

*Organ/Tissue Donation.* Your health information may be used or disclosed for cadaveric organ, eye or tissue donation purposes.

*Research.* TriValley Primary Care may use your health information for research purposes when an institutional review board or privacy board that has reviewed the research proposal and established protocols to ensure the privacy of your health information has approved the research.

*Health and Safety.* Your health information may be disclosed to avert a serious threat to the health or safety of you or any other person pursuant to applicable law.

*Government Functions.* Your health information may be disclosed for specialized government functions such as protection of public officials or reporting to various branches of the armed services.

*Workers Compensation.* Your health information may be used or disclosed in order to comply with laws and regulations related to Workers Compensation.

*Other uses.* Other uses and disclosures will be made only with your written authorization and you may revoke the authorization except to the extent that TriValley Primary Care has taken reliance on such

## **Important Notes**

TriValley Primary Care reserves the right to change its information practices and to make the new provisions effective for all protected health information it maintains, even if this information had been created or received prior to the change. Revised notices will be made available to you by posting such notices in each office.

This notice is not intended to create contractual or other rights independent of those created in the federal regulations governing the privacy rule.

### **Contact Information**

If you have any questions or complaints, please contact:

TriValley Primary Care  
Corporate Office  
Attn: Privacy Officer  
519 South Fifth Street, Suite 130  
Perkasie, PA 18944-1042

Email: [info@trivalleypc.com](mailto:info@trivalleypc.com)

Here is the means to make a [complaint at the federal level](#):

Region III, Office for Civil Rights, U.S. Department of Health and Human Services, 150 S. Independence Mall West, Suite 372, Public Ledger Building, Philadelphia, PA 19106-9111. Main Line (215) 861-4441. Hotline (800) 368-1019. FAX (215) 861-4431. TDD (215) 861-4440.  
Source: Federal Register: March 20, 2003 (Volume 68, Number 54)