Volunteers of America Northern Rockies
Notice of Privacy Practices

Your Information. Your Rights. Our Responsibilities.

THIS NOTICE DESCRIBES HOW MEDICAL AND HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW THIS NOTICE CAREFULLY.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record.

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record.

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

Request confidential communications.

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.

Ask us to limit what we use or share.

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say "no" if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information.

Get a list of those with whom we've shared information.

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice.

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you.

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

Authorize the release of your health information.

- You may provide us with a written authorization to release your health information to certain individuals or entities and may designate the type of information that may be released and the purpose of release. You can specify how long your authorization is valid for and can change your mind at any time, provided you do so in writing.

Protection Against Discrimination.

- Federal law prohibits discrimination against individuals based on substance use disorder information. Volunteers of America Northern Rockies will not discriminate against you in employment, housing, access to services, or benefits based on your substance use disorder records.

File a complaint if you feel your rights are violated.

- You can complain if you feel we have violated your rights by contacting us as follows:

  Privacy Officer – Susan Held, J.D.
  Senior Vice President of Legal and Compliance
  1876 S. Sheridan Avenue
  Sheridan, WY 82801
  susan.held@voanr.org
  (307) 672-0745
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting **www.hhs.gov/ocr/privacy/hipaa/complaints/.**
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory, if applicable

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

We never market or sell personal information. We never share most psychotherapy notes unless you provide written authorization. If we ever contact you for fundraising purposes using information permitted by law, you have the right to opt out of receiving future fundraising communications. Instructions for opting out will be included with any fundraising communication.

Our Uses and Disclosures

How do we typically use or share your health information? We typically use or share your health information in the following ways:

Treat you.

- We can use your health information and share it with other professionals who are treating you. *Example: A clinician treating you asks a doctor about your overall health condition.*

Run our organization.

- We can use and share your health information to run our practice, improve your care, and contact you when necessary. *Example: We use health information about you to manage your treatment and services.*

Bill for your services.

- We can use and share your health information to bill and get payment from health plans or other entities. *Example: We give information about you to your health insurance plan so it will pay for your services.*

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We are required to meet several legal conditions prior to sharing your information for these purposes:

Help with public health and safety issues. We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research.

- We can use or share your information for health research.

Comply with the law.

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests.
- We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director.
- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests. We can use or share health information about you:
- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official if legally permissible
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond appropriately to lawsuits and legal actions.
- We can share health information about you in response to a court or administrative order, or in response to a subpoena, if legally permissible.

Substance Use Disorder Records (42 CFR Part 2)

Certain substance use disorder treatment records are protected by federal law (42 CFR Part 2) and receive additional privacy protections.

With your written consent, Volunteers of America Northern Rockies may use and disclose your substance use disorder records for purposes of treatment, payment, and health care operations. You may authorize these uses and disclosures through a single written consent, which may be revoked by you at any time in writing.

Information disclosed pursuant to your written consent may be redisclosed by the recipient as permitted by applicable law. Once disclosed, the information may no longer be subject to the federal confidentiality protections applicable to substance use disorder records under 42 CFR Part 2. Substance use disorder records may not be used or disclosed in civil, criminal, administrative, or legislative proceedings unless authorized by your written consent or pursuant to a valid court order as permitted by federal law.

You have the right to revoke your consent at any time, request restrictions on disclosures, receive an accounting of disclosures, and file a complaint if you believe your substance use disorder information has been improperly used or disclosed.

We will not disclose substance use disorder treatment records without your written consent, except as permitted by federal law or pursuant to a valid court order issued by a court of competent jurisdiction after proper notice and opportunity to be heard.

Our Responsibilities

Maintain Privacy and Security.

- We are required by law to maintain the privacy and security of your protected health information.
- We will not use or share your information other than as described here unless you tell us we can in writing.

Notice of Breach.

- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information, including substance use disorder records, in accordance with federal law.

Compliance and Notice.

- We must follow the duties and privacy practices described in this notice and give you a copy of it.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request and in our office.